

GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY
Arizona

Section 1
First Revised Sheet 1
Cancels Original Sheet 1

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ORIGINAL

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GENERAL EXCHANGE TARIFF

Section 1

SOUTHWESTERN TELEPHONE COMPANY

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DEFINITIONS

Access

The ability of a user to enter a network.

Access Charge

A charge levied by a telephone company for the availability and use of its local exchange facilities for origination and termination of interexchange calls.

Access Line

A circuit that connects a switching center with a customer's premises which includes a standard network interface (SNI).

Air Line Mileage

The shortest distance between the points involved.

Analog

A transmission method employing a continuous (rather than pulsed or digital) electrical signal that varies in amplitude or frequency in response to changes of sound, light, position, etc., impressed on a transducer in the sending device; opposite of digital.

Area Code

A three-digit phone number prefix that designates a particular geographic area for long distance call-routing purposes. Area codes may overlap LATA boundaries but never cross state borders.

Base Rate Area

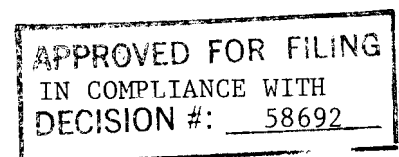
That portion of an exchange area surrounding and including the central office or offices or exchange rate center, within which urban classes of exchange service are offered without extra mileage or zone charges.

Building

A structure under one roof, or two or more structures under separate roofs but connected by enclosed passageways, not crossing a public thoroughfare other than an alley, in which telephone wires or cables may be safely run. Pipes and conduits are not considered enclosed passageways.

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DEFINITIONS (cont'd)

Cable

A number of electrical or optical conductors assembled in a compact form and bound together with a strong, flexible, waterproof sheath. there are many general-purpose and special-purpose cable types in use for voice and data transmission systems.

Central Office

A building that houses a facility of a telecommunications common carrier where calls are switched. In local exchange telephone company usage, central offices switch calls within and between the **10,000-**line exchange groupings that can be addressed uniquely by an area code and the first three digits of a phone number.

Channel

A path for communication or signaling between two or more locations which provide service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting customer lines and trunks.

Circuit

The physical pathway used for the transmission of electrical energy in the furnishing of telephone service.

Continuous Property

Property owned or leased and occupied by a customer, which is not separated by public thoroughfare or by property occupied by others.

CPE or Customer Premise Equipment

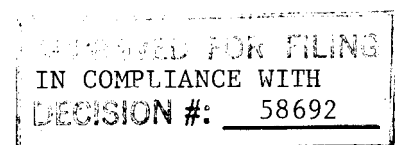
Customer premises equipment; telecommunications terminal equipment that is located at the customer's residence or place of business. CPE includes devices ranging from simple single-line telephones on up through multiline telecommunications systems (such as key systems or **PBX's**) offering sophisticated capabilities for handling voice or combined voice/data transmissions on and off the premises.

Dedicated Line

A communications circuit or channel provided for the exclusive use of a particular subscriber. also known as a private line.

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DEFINITIONS (cont'd)

Digital

Describes a method of storing, processing and transmitting information through use of distinct electronic or optical pulses that represent the binary digits (bits) 1 and 0. digital transmission/switching technologies employ a sequence of discrete, individually distinct pulses to represent information, as opposed to the continuously variable signal of analog technologies.

Drop Wire

Wires between an open wire lead, aerial, or buried cable terminal and the point of entrance to the building in which the customer's telephone service is located.

Exchange Area

A geographical area that a telephone company serves.

Facilities

Equipment, materials and mechanisms necessary to connect and furnish telephone service

FCC or Federal Communications Commission

A U.S. government agency empowered to regulate radio and TV broadcasting and interstate and international telecommunications in the public interest.

Flat Rate Service

Service furnished at a fixed monthly rate.

Hookswitch

A device that connects the telephone terminal's signalling and transmission system to the line. Normally an integral part of a telephone instrument that turns it "on" when lifting (going "off-hook") or turns it "off" when replacing the handset (going off-hook) in its cradle. Operation of the device notifies the switching system that the calling party is ready to initiate a call or that the call has been completed and the parties disconnected **from** the line.

Individual Line

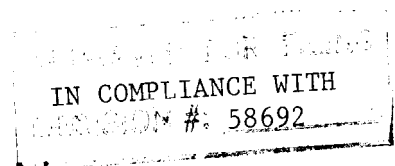
A central office line designed for the connection of only one primary station.

Inside Wiring

The wiring within a structure between the customer premise equipment and the standard network interface (SNI) device.

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DEFINITIONS (cont'd)

Instrumentalities

The telephone instruments, switching devices, and associated equipment, located on a customer's premises. In the case of private branch exchange service, the instrumentalities include the switchboard and all associated power supplies and protection.

Interexchange Carrier (IXC)

A carrier authorized by the FCC to provide long distance communications services between LATA's interstate; a carrier authorized by a state public utility commission to provide long distance communications service but not local exchange services within the state borders.

LATA or Local Access Transport Area

A group of exchange areas that have common social and economic communities of interest. These exchanges areas may be served by different telephone companies. The service between the exchanges within the LATA is handled by a Bell Operating Company or other **intraLATA** carrier. The service between LATA's is handled by an interexchange carrier.

Local Loop

The communications channel, usually a physical line, between the subscriber's location and his local central office. Also known as subscriber loop.

Local Service

Telephone service furnished to customers within the exchange(s) without applying toll charges. The service area may include several exchanges.

Message

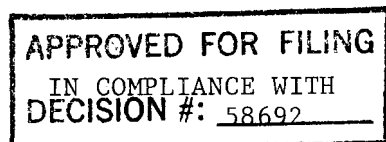
A completed customer telephone call.

Standard Network Interface (SNI) Device

The point where the subscriber's inside wire connects to the transmission lines of the local telephone company. This also marks the point where the telephone company's responsibility for providing service ends and the subscriber's responsibility begins.

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DEFINITIONS (cont'd)

Switch

A device that opens or closes circuits or selects the paths or circuits to be used for transmission of information. A switch may employ mechanical, analog electronic or digital electronic technology to perform its function.

Tariff

The schedule of rates and regulations set by communications common carriers and filed with the appropriate federal and state regulatory agencies, the published **official** list of charges, terms and conditions governing provision of a specific communications service or facility, which functions in lieu of a contract between the subscriber or user and the supplier or carrier. —

Terminal Equipment

A device in a network which is capable of either originating or receiving the information conveyed over communication lines. A terminal device may be designed to handle voice transmission, data transmission or both. Terminals may be equipped with a telephone handset, a keyboard, a visual display, a printer and more, depending on the intended function.

Toll Charges

A service charge for calls between two stations that are located in different local service areas. The charges are based upon the duration of the message, time of day , number of calls, and distance between exchanges.

Trunk

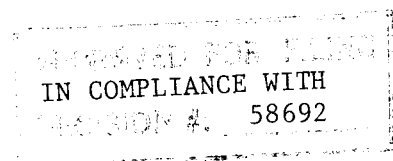
A telephone circuit with a switch at both ends. A trunk may connect two central **office** switches, or two **PBX's** or a PBX and a central **office** switch.

Twisted Pair

A pair of insulated metal wires twisted together, but not covered with a outer sheath.

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DEFINITIONS (cont'd)

Off-Hook/On-Hook

Off-hook is a term to describe the condition of a telephone when the telephone is being used. When the handset is lifted from its cradle, an electric signal is sent to the central office switch which sends back a dial tone to the customer. On-hook is a term to describe the telephone service when it is not in use and the handset is back on the cradle.

Party Line

A central office line designed for the connection of more than one primary station.

POP or Point of Presence

The physical location within a LATA where an interexchange carrier's circuits interconnect with local lines of the telephone companies within that LATA. An interexchange carrier may have more than one point of presence within a LATA.

POTS or Plain Old Telephone Service

A term used to describe basic telephone service for the transmission of voice.

Premises

The building, portion or portions of a building, used and occupied by a subscriber for the purpose of conducting business or used as a residence.

Primary Station

A telephone station which is directly connected to a central office; or the point at which a leased line terminates into a business machine or transmission device; or a main extension in a PBX numbering plan.

Private Line

A line consisting of dedicated communication channels connecting two or more locations.

Protector

Another name for Standard Network Interface (SNI) Device.

Rate

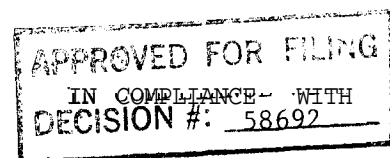
The price that is charged to a customer for a particular service or service component.

Subscriber

A customer who enters into an agreement to purchase a service(s) with the local telephone company.

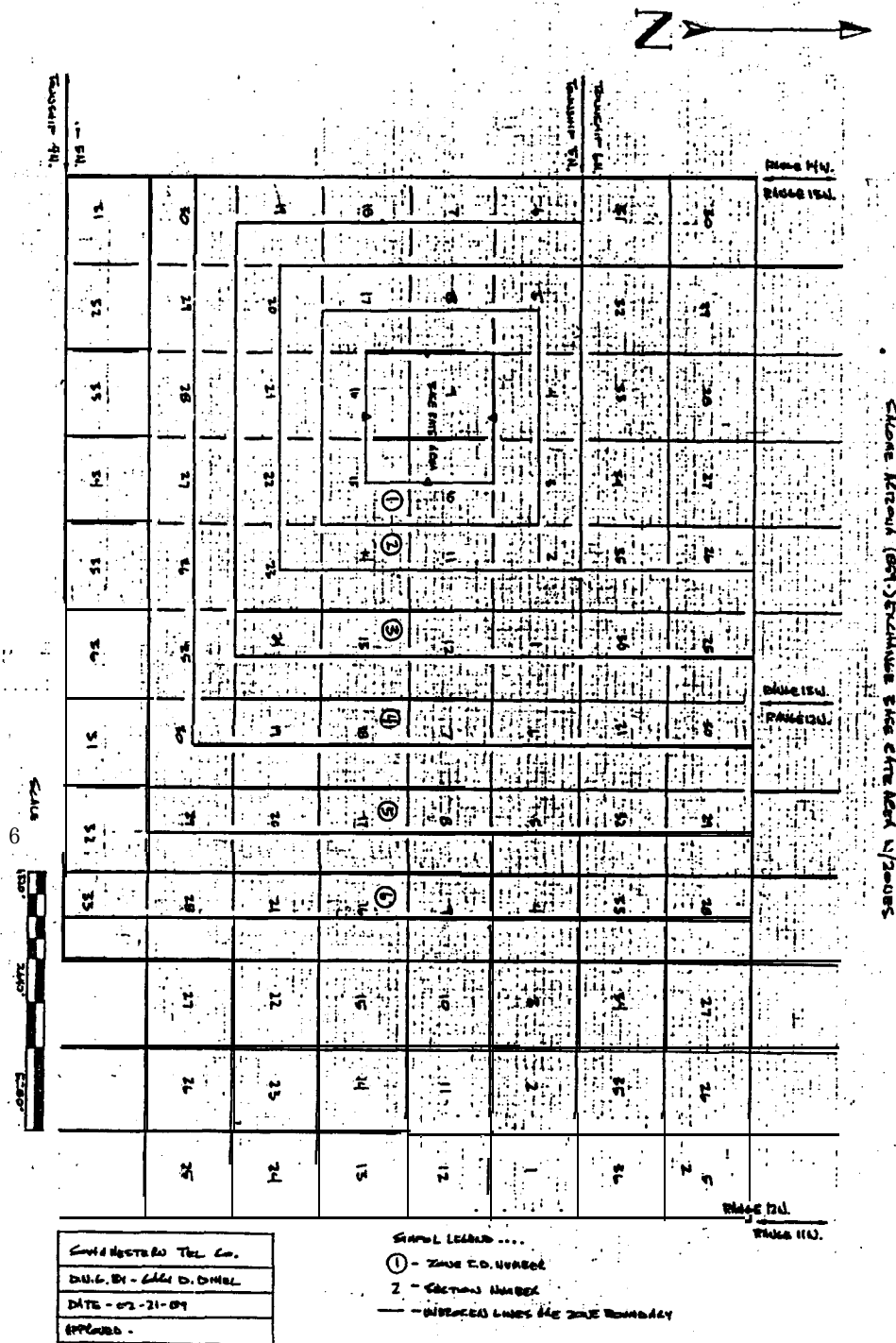
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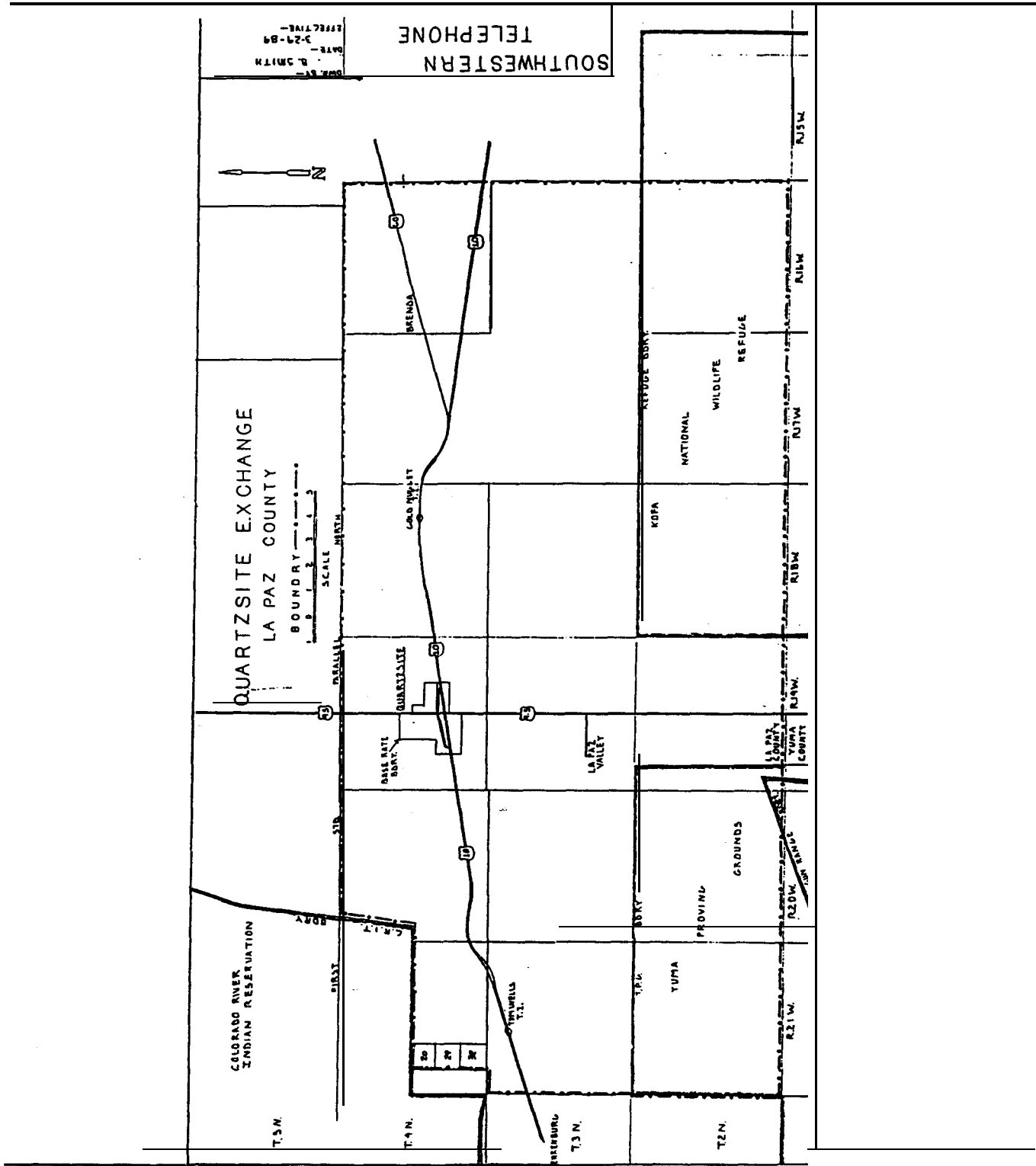


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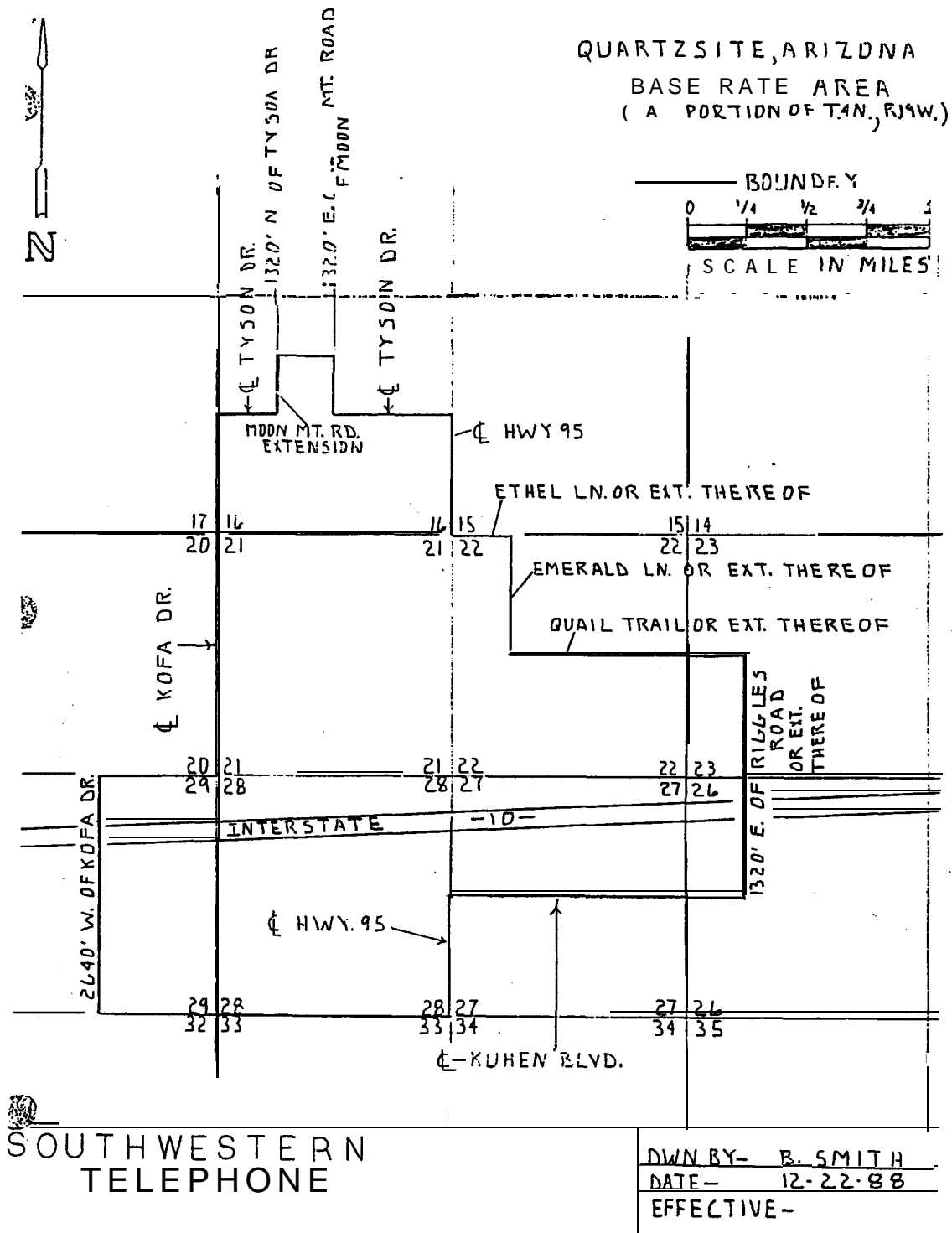
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GENERAL EXCHANGE TARIFF

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Section 4
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ORIGINAL

GENERAL RULES AND REGULATIONS

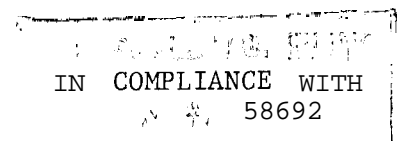
I. ESTABLISHMENT AND PROVISION OF SERVICE

A. APPLICATIONS FOR SERVICE

1. Applications for service shall constitute a contract when accepted in writing by the Company or upon the establishment of service. The initial minimum period for which charges shall apply will be one month or more as otherwise may be specified elsewhere in the tariffs of the Company. An applicant who has no account with the telephone company, or whose financial responsibility is not a matter of common knowledge, may be required to make an advance payment at the time application is made. An applicant may also be required to make a deposit in an amount deemed sufficient by the telephone company to protect it from unpaid-bills. (See Deposits).
2. The telephone company may obtain the following information from each new applicant for service:
 - a. Name or names of applicant(s).
 - b. Service address and general location where no street address is available.
 - c. Billing address, if different than service address.
 - d. Address and telephone number where service was provided previously.
 - e. Social Security Number.
 - f. Place of employment and how long employed.
 - g. Name of spouse,
 - h. Date applicant will be ready for service.
 - i. Indication of whether premises have been supplied with telephone utility service previously.
 - j. Class of service to be provided.
 - 1) If the class of service is to be business, the name of the company or corporation and names of officers and credit information, i.e. banking.
 - k. Indication of whether applicant is owner or tenant of or agent for the premises.
3. The Company may require a new applicant for service to appear at the Company's designated place of business to produce proof of identity and sign the Company's application form.
4. The telephone company may reserve the right to refuse service where any of the following conditions exist:

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GENERAL RULES AND REGULATIONS

I. ESTABLISHMENT AND PROVISION OF SERVICE (cont'd)

A. APPLICATION FOR SERVICE • cont'd

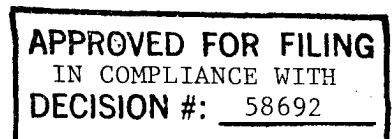
- a. The applicant has an outstanding amount due for similar telephone services and the applicant is unwilling to make acceptable arrangements with the Company for payment.
- b. A condition exists which in the Company's judgment is unsafe or hazardous to the applicant, the general population, or the Company's personnel or facilities.
- c. Refusal by the applicant to provide the Company with a deposit when the customer has failed to meet the credit criteria for waiver of deposit requirements.
- d. Customer is known to be in violation of the Company's tariffs filed with the Commission.
- e. Failure of the customer to furnish such funds, suitable facilities, and/or **rights-of-way** necessary to serve the customer and which have been specified by the Company as a condition for providing service.
- f. Applicant falsifies his or her identity for the purpose of obtaining service.

B. DEPOSITS

1. The telephone company may require a deposit from a new applicant for service if the applicant or applicants cannot meet the following requirements:
 - a. Continuous telephone service with a licensed regulated telephone service with a licensed regulated telephone company within the past two (2) years and was not delinquent in payment more than once during the last twelve (12) consecutive months or disconnected for non-payment.
 - b. Has no outstanding liability from prior service.
 - c. Whose **financial** responsibility is not a matter of common knowledge or no verifiable means of income.

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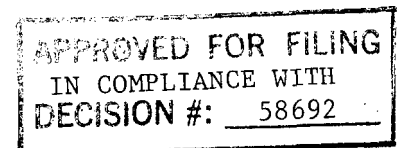
I. ESTABLISHMENT AND PROVISION OF SERVICE (cont'd)

B. DEPOSITS - cont'd

2. The telephone company may require a customer to establish a deposit if the customer becomes delinquent in the payment of two or more bills within a twelve (12) consecutive month period or has been disconnected during the last twelve (12) months.
3. The telephone company may, in order to safeguard its interests, require a suitable deposit as follows:
 - a. Residential customer deposits shall not exceed two times that customer's estimated average monthly bill or the average monthly bill for the customer class for that customer whichever is greater.
 - b. Non-residential customer deposits shall not exceed two and one-half times that customer's estimated maximum monthly bill.
 - c. The Company may review the customer's usage after service has been connected and adjust the deposit amount based upon the customer's actual usage and payment record.
 - d. The fact that a deposit has been made in no way relieves the applicant or customer from complying with the Company's regulations as to advance payments and the prompt payment of bills on presentation.
4. At such time as the service is terminated, the amount of the deposit will be credited to the customer's account and any credit balance which may remain will be refunded after the final billing.
5. At the option of the telephone company, such a deposit may be refunded or credited to the customer at any time prior to termination of the service; or, in the case of residential customers, no later than twelve (12) months of continuous service in which the residential customer has not been delinquent in the payment of monthly telephone bills. In case of a cash deposit, simple interest at the rate of six (6) percent per annum is paid for the period during which the deposit is held by the telephone company, provided the period is six months or more.

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I. ESTABLISHMENT AND PROVISION OF SERVICE (cont'd)

C. ADVANCE PAYMENTS

An applicant for service who has not account with the telephone company, or whose financial responsibility is not a matter of general knowledge, may be required to make an advance payment at the time the application is signed in an amount equal to the charges for one month's local service and equipment plus the service connection, installation or construction charges that may be applicable, plus estimated bills for two months toll service. (Also refer to DEPOSITS this section).

D. SERVICE ESTABLISHMENTS OR RE-CONNECTION CHARGE

1. If service is established during a period other than regular working hours at the customer's request and the telephone company agrees, the customer will be required to pay an after-hour charge for the service connection.
2. Service establishments or re-connections are where the customer's and telephone company's facilities are ready and acceptable.

E. TEMPORARY SERVICE

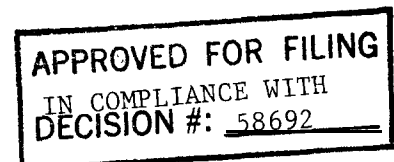
1. Applicants for temporary service may be required to pay the telephone company, in advance of service establishment, the funds provided under the terms of a construction agreement or the cost of installing and removing the facilities necessary for furnishing the desired service.
2. Where the duration of service is to be less than one month, the applicant may also be required to advance a sum of money equal to the estimated bill for service.
3. If at any time the character of a temporary customer's operations changes so that in the opinion of the telephone company the customer is classified as permanent, the terms of the construction agreement or tariff shall apply.

F. SERVICE CONNECTIONS

1. After an applicant has complied with the Company's application, construction agreement, or tariff, deposit requirements and has been accepted for service by the Company, the Company shall schedule that customer for service connection and/or establishment.

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GENERAL RULES AND REGULATIONS

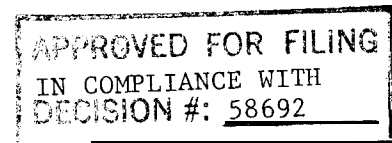
I. ESTABLISHMENT AND PROVISION OF SERVICE (cont'd)

F. SERVICE CONNECTIONS • cont'd

2. Service connections shall be scheduled for completion within ten (10) working days of the date the customer has been accepted for service, except in those instances when the customer requests service connection beyond the ten (10) working day limitation.
3. The maximum interval of ten (10) working days applies to single line residence and business installations where facilities are available. Multi-line services and any special equipment configurations shall be installed within a reasonable time frame based on availability of necessary equipment.
4. When the telephone company has made arrangements to meet with a customer for service connection purposes and the Company or the customer cannot make the appointment during the prearranged time, the Company will reschedule the connection to the satisfaction of both parties.
5. Unless another time frame is mutually acceptable to the Company and the customer, the Company will schedule service connection appointments within a maximum range of four (4) hours during normal working hours.
6. Determination as to whether subscriber's service should be classified as business or residence will be based on the character of use to be made of the service. The practice of advertising a telephone number in newspapers, business cards or on trucks shall be a contributing but not an exclusive factor in determining the classification of service. Rates for business service apply where the primary or dominant use of the service is for business, occupational or administrative purposes. Rates for residence service apply where the primary or dominant use is of a social or domestic nature and other use, if any, is merely incidental. When it is determined that a customer to residence service is using the service in such a manner that it should be classified and charged for as business service under the above provisions, the telephone company will discontinue the service of such customer in the event he refuses to permit his service to be classified as business service and pay the applicable business rates.

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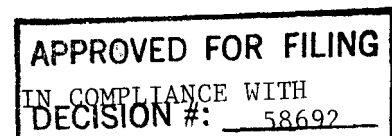
I. ESTABLISHMENT AND PROVISION OF SERVICE (cont'd)

G. ACCESS LINE CONNECTION

1. Provision of services beyond service access point
 - a. Facilities beyond the service access point may be provided by either the Company or the customer. Where the facilities are provided by the customer the installation shall be in accordance with the Company's specifications.
 - b. The cost of all new construction of inside customer premise wiring shall be the responsibility of the customer.
2. Company provided facilities
 - a. The Company shall provide all facilities up to the service access point.
 - b. A customer requesting an underground service connection in an area served by overhead facilities shall pay for the difference between the cost of an overhead service connection and the actual cost of the underground connection as a non-refundable contribution. The customer may elect to provide the underground trenching on private property as an offsetting portion of the additional cost of the underground facilities, in accordance with the applicable tariffs filed by the Company.
3. Easements and rights-of-way
 - a. Each customer shall grant adequate easement and right-of-way to the Company to ensure customer's proper service connection. Failure on the part of the customer to grant adequate easement and right-of-way shall be grounds for the Company to refuse service.
 - b. If the Company discovers that a customer or his agent is performing work or has constructed facilities adjacent to or within an easement or right-of-way and such work, construction or facility poses a hazard or is in violation of Federal, State or local laws, ordinances, statutes, rules or regulations, or significantly interferes with the Company's access to equipment, the Company shall notify the customer or his agent and shall take whatever actions are

Issue Date March 15, 1996

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SOUTHWESTERN TELEPHONE COMPANY
General Exchange Tariff - Arizona

ORIGINAL

GENERAL RULES AND REGULATIONS

I. ESTABLISHMENT AND PROVISION OF SERVICE (cont'd)

G. ACCESS LINE CONNECTION, 3.b. - cont'd

necessary to eliminate the hazard, obstruction or violation at customer's expense. If customer or his agent refuses, the Company will have the option of terminating the service.

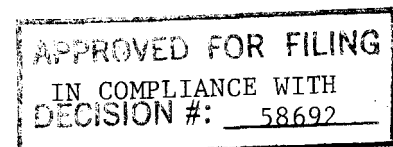
H. PROVISION OF SERVICE

1. Maintenance, repair and moving of telephone company owned equipment and wiring

- a. The telephone company undertakes to maintain in safe operating condition and repair the facilities which it furnishes to customers that are owned by and under exclusive control of the Company. The customer or joint user may not rearrange, ., disconnect, remove or attempt to repair any equipment installed by the telephone company except upon the written consent of the telephone company.
- b. The customer shall be responsible for maintaining in safe operating condition all customer provided equipment and fixtures.
- c. The customer or joint user shall exercise all reasonable care to prevent loss or damage to the Company's property, excluding ordinary wear and tear. The customer shall be responsible for loss of or damage to the Company's property on the customer's premises arising from neglect, theft, carelessness, or misuse and shall reimburse the Company for the costs, to include loss due to fire and natural disaster.
- d. The customer shall be responsible for payment for any equipment damage and/or use resulting from unauthorized use, interfering or tampering of the Company's equipment on the customer's premises.
- e. The customer shall notify the Company of any equipment failure identified in Company owned equipment.
- f. Telephone company owned equipment installed on the premises of subscribers shall not be moved from one location to another except by a representative of the telephone company. For any changes in location of telephone equipment, or wiring, the customer shall be required to pay the established charges for making such change in location.

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SOUTHWESTERN TELEPHONE COMPANY
General Exchange Tariff • Arizona

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GENERAL RULES AND REGULATIONS

I. ESTABLISHMENT AND PROVISION OF SERVICE (cont'd)

H. PROVISION OF SERVICE • cont'd

2. Continuity of service

- a. The telephone company does not guarantee uninterrupted working of its lines and equipment but shall make reasonable efforts to supply satisfactory and continuous level of service. The Company shall not be responsible for any damage or claim of damage attributable to any interruption or discontinuation of service resulting from but not limited to:

1. Any cause against which the Company could not have reasonably foreseen or made provision for, i.e., force majeure.

2. Intentional service interruptions to make repairs or perform routine maintenance of services constituting excusable negligence.

3. Service Interruptions

- a. The telephone company shall make every reasonable effort to re-establish service within the shortest possible time when service interruptions occur.
- b. The telephone company shall make every attempt to notify all affected customers at least 24 hours in advance when it is necessary to interrupt service for the purpose of testing, repair or maintenance of facilities. Such interruption of service will try to be scheduled at times to least minimize inconvenience to the customer.
- c. In the event of major disruptions due to conditions and forces beyond the control of the Company, the telephone company will make every effort to restore service as soon as possible. Company personnel, in the event of such an emergency, will try to mitigate the interruption for customers where and when possible. The Commission will be notified as soon as possible.
- d. In the event of national emergency or local disaster resulting in disruption of service, the telephone company will give priority based on instructions or requests from duly authorized emergency agencies.

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IN COMPLIANCE WITH
58692

SOUTHWESTERN TELEPHONE COMPANY
General Exchange Tariff • Arizona

GENERAL RULES AND REGULATIONS

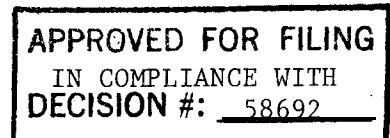
I. ESTABLISHMENT AND PROVISION OF SERVICE (cont'd)

H. PROVISION OF SERVICE • cont'd

4. Change of responsibility or Occupancy
 - a. Not less than three (3) working days advance notice must be given in person, in writing, or by telephone to the Company's Salome and Quartzsite **office** to discontinue service, to change occupancy or to change account responsibility.
 - b. The customer in whose name service is being rendered shall be responsible for all Company services provided and/or consumed up to the **schedule** date of service discontinuation.
 - c. Existing business service may be continued for a new subscriber only if the former subscriber consents and an agreement acceptable to the Company is made to pay all outstanding charges against the service.
 - d. Change of responsibility on a residence account shall occur only in those cases where both parties previously shared telephone service.

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GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY
Arizona

Section 4
Original Sheet 10.1

GENERAL RULES AND REGULATIONS

I. ESTABLISHMENT AND PROVISION OF SERVICE (Continued)

ORIGINAL

I. LOCAL SERVICE GUARANTEE CREDIT

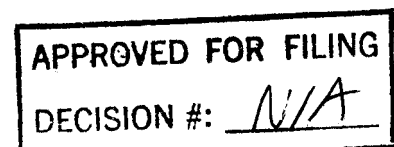
1. The Company will provide a one (1) month local service guarantee credit, which includes all recurring items of local service billed on the customer's current bill when the Company fails to provide specified levels of customer service. This program provides for credits to all residential and single line business customers' bills when the Company does not meet the service standards outlined below:

- A. **Missed Service Commitment:** A one (1) month local service credit will be applied to the customer's telephone bill if the Company fails to meet a commitment and has not notified the customer 24 hours prior to the agreed time and date. This will apply to such services as installations, changes to custom calling services, provision of optional calling plans and other similar requests.

The credit will not apply if the customer could not be reached by telephone and a notice was left in a conspicuous place 24 hours prior to the commitment date and time, the customer did not make the meeting, or "out of service" conditions exist resulting from natural disasters, or circumstances beyond the control and knowledge of the Company.

- B. **Service Outages of More Than 24 Hours:** A one (1) month local service credit will be applied to the customer's telephone bill if the Company fails to restore basic exchange telephone service within 24 hours after the interruption was reported to or discovered by the Company.

The credit will not apply if premise access is required and neither the customer nor a representative was available at the customer premise and the Company left a notice in a conspicuous place, or the customer had been disconnected for nonpayment of a bill or request for a cash deposit, or "out of service" conditions exist resulting from natural disasters, or circumstances beyond the control and knowledge of the Company.



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BY: Michael A. LeaVesseur, President

GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY
Arizona

Section 4
Original Sheet 10.2

GENERAL RULES AND REGULATIONS

I. ESTABLISHMENT AND PROVISION OF SERVICE (Continued)

ORIGINAL

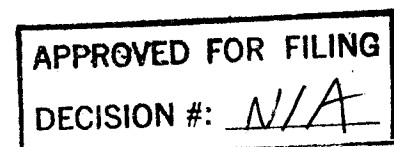
I. LOCAL SERVICE GUARANTEE CREDIT

1. Service Standards (Continued)

- C. Repeat Customer Requests: A one (1) month local service credit will be applied to the customer's telephone bill if the Company fails to accommodate the customer's request the first time causing the customer to make a second request within thirty (30) days.

Examples of such requests include billing name and address changes, directory listing changes, requests for credit cards or directories, requests for adjustments, repeat reports of service problems, and moves of cable or drop wires.

2. This credit will not apply to requests beyond the control of the Company or when the Company has notified the customer. Credit will NOT apply to:
- A. Claims for credit by customers who have been temporarily disconnected for nonpayment or are requesting reconnection from a temporary disconnect for nonpayment.
 - B. Misuse or abuse of the Company owned facilities, or if the problem is found to be associated with the customers inside wiring or the customers premises equipment.
 - C. Loss of service due to natural disasters resulting in a large number of utility outages, thereby obviously preventing the Company from notifying and/or meeting special commitments.
3. Local Service Guarantee Credits will be recorded below the line as non-operating expense.



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BY: Michael A. LeaVesseur, President

SOUTHWESTERN TELEPHONE COMPANY
General Exchange Tariff • Arizona

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GENERAL RULES AND REGULATIONS

II. PROCEDURES FOR BILLING, COLLECTION, TERMINATION, HEARINGS

A. BILLING

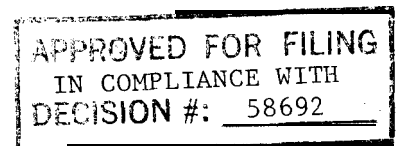
1. Local Service Charges are billed one month in advance. Charges for toll calls are billed one month in arrears.
 - a. Subscribers will be rendered a monthly bill with the following information:
 - (1) Customer name, address, telephone number (same as account number), previous balance, local service, toll service, miscellaneous, appropriate taxes, total amount due, billing date.
 - (2) Miscellaneous Column reflects charges or credits for installation, one time charges for various extra equipment, reconnect, advertising and extra listings.
 - (3) Toll charges will reflect total toll due with copy detailing each call with the date, time, to place, to number, duration, rate class (with explanation of).
 - b. In addition to the billing and collection of regular tariffs, the telephone company will collect the prevailing amount of taxes imposed upon them by City, County, State or Federal governments.

B. COLLECTIONS

1. Terms of Payment and Collection
 - a. The billing date shall be printed on the bill and the date rendered shall be the mailing date. The rendered date shall be the due date.
 - b. Bills for which payment has not been received fifteen (15) days after the date rendered shall be considered delinquent.
 - c. All payments shall be made or mailed to the Salome business office. Payments made to the telephone company's local representative must be made by check or money order. Cash payments are accepted only in the Phoenix business office.

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GENERAL RULES AND REGULATIONS

II. PROCEDURES FOR BILLING, COLLECTING, TERMINATION, HEARINGS (continued)

B. COLLECTIONS - continued

d. Failure to receive bills or notices which have been properly placed in the United States mail shall not prevent such bills from becoming delinquent nor relieve the customer of his obligations therein.

e. Charges for service commence when the service is installed and connection made, whether used or not.

f. Insufficient funds (NSF) checks

(1) The Company shall be allowed to recover a one-time fee, as listed in Service Connection tariff, to cover bank fees and Company costs, for each instance where a customer tenders payment for telephone service with an insufficient funds check.

(T)
(T)

(2) When the Company is notified by the customer's bank that there are insufficient funds to cover the check tendered for telephone service, the Company may require the customer to make payment in cash, by money order, certified check, or other means which guarantee the customer's payment to the Company.

(3) A customer who tenders an insufficient check shall in no way be relieved of the obligation to render payment to the Company under the original terms of the bill nor defer the Company's provision for termination of service for nonpayment of bills.

g. The telephone company, may at its option, prior to termination of a delinquent account, offer a deferred payment plan to a qualifying customer who can meet the following criteria

(1) The customer has not been delinquent in their payment for service and equipment for the prior twelve (12) months.

(2) The amount due does not exceed the customer's ability to pay according to the customer's income.

(3) The customer is able to sustain partial payments agreed to plus all current billings in full.

APPROVED G A FILING
DECISION #: N/A _____1

SOUTHWESTERN TELEPHONE COMPANY
General Exchange Tariff • Arizona

ORIGINAL

GENERAL RULES AND REGULATIONS

II. PROCEDURES FOR BILLING, COLLECTION, TERMINATION, HEARINGS (cont'd)

B. COLLECTIONS • cont'd

- h. In the event that the telephone company and a customer agree to a deferred payment plan prior to termination of service the following conditions will exist:
 - (1) An authorized officer of the Company and the customer shall finalize **the** payment with a written agreement signed by both parties.
 - (2) If a customer has not fulfilled the terms of a deferred payment agreement, the Company shall have the right to disconnect service pursuant to the Company's termination of service rules and, under such circumstances, it shall not be required to offer subsequent negotiation of a deferred payment agreement prior . . to disconnection.
 - (3) A deferred payment agreement may include a finance charge as approved by the Commission in a tariff proceeding.
- i. Late Payment Penalty

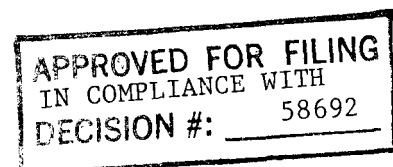
The Company may assess a late payment penalty upon delinquent bills, which amount shall be indicated on the customer's bill when rendered.

C. TERMINATION OF SERVICE

- 1. The telephone company may at its option terminate service with notice to any customer where the following conditions exist:
 - a. Customer violation of any of the telephone company's tariffs filed with the Commission and/or violation of the Commission's Rules and Regulations.
 - b. Failure of the customer to pay a bill for service and equipment.
 - c. Failure to meet or maintain **the** telephone company's credit and deposit requirements.
 - d. Failure of the customer to provide **the** telephone company reasonable access to its equipment and property.

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SOUTHWESTERN TELEPHONE COMPANY
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GENERAL RULES AND REGULATIONS

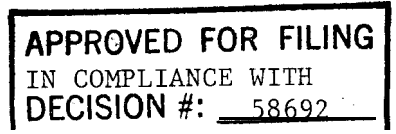
II. PROCEDURES FOR BILLING, COLLECTION, TERMINATION, HEARINGS (cont'd)

C. TERMINATION OF SERVICE • cont'd

- e. When necessary for the telephone company to comply with a court order of any governmental agency having such jurisdiction.
- f. Unauthorized resale of equipment or service.
- g. Failure to honor a contract for service, deferred payment plan, written guarantee, or any other type contract for service between telephone company and customer.
- h. Any service where the customer in whose name service is being rendered has vacated the premise permanently without notifying the business office.
- i. A party line service where the customer continually abuses his portion of usage time to the extent that they prevent other party line users an equitable proportionate use of service.
- j. Failure to enter into an agreement to pay for a bill to correct a billing error over a reasonable period of time.
- k. Failure to pay for disputed bills under the following conditions:
 - (1) Toll calls that after investigation have been proven to be the customer's responsibility.
 - (2) Any other charges that were rightfully billed under existing Company tariffs filed and approved by the Commission.
- l. Failure to pay full amount of bill where service is connected by request from two or more individuals.
- 2. The telephone company will have the option to terminate without notice if the following conditions exist:
 - a. Proof or evidence of fraud using the Company's facilities.
 - b. Proof or evidence of tampering with the Company's facilities.

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SOUTHWESTERN TELEPHONE COMPANY
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GENERAL RATES AND REGULATIONS

II. PROCEDURES FOR BILLING, COLLECTION, TERMINATION, HEARINGS (cont'd)

C. TERMINATION OF SERVICE - cont'd

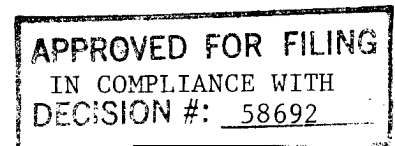
- c. Existence of obvious hazards to the safety and/or health of consumers, general public, Company personnel or facilities.
- d. Service where customer has vacated premises without notification to business office, or where customer has agreed without permission of the telephone company to leave service connection for new occupants.
- e. Failure to make redemption of an insufficient funds check in accordance with tariffs filed with the Commission under Billings and Collections in this section.
- f. Failure of customer to comply with tariffs under High Toll Usage after having been given 48 hours advance notice.
- g. Where intentional customer abuse of toll usage is evident.

3. High Toll Usage Monitoring and Notification

- a. The telephone company may at its option establish a high toll usage monitoring/notification system to identify unexplained or excessive increases in customer toll usage during interim periods between the issuance of bills in accordance with the Company's established billing cycle. The intent of such a monitoring/notification system is to enable the telephone company to identify situations where it is unlikely that the customer will be able to pay for toll services already provided as well as to prevent the accrual of additional billings when the risk of loss is increasingly evident.
- b. Such a system would incorporate the following provisions:
 - (1) Assess the normal amount of toll usage by customer class and length of service based on actual usage by customer class.
 - (2) Increase in toll usage will be considered excessive and unexplainable when toll usage between a billing period exceeds two times the normal amount of monthly toll usage for customer or customer class.

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SOUTHWESTERN TELEPHONE COMPANY
General Exchange Tariff - Arizona

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GENERAL RATES AND REGULATIONS

II. PROCEDURES FOR BILLING, COLLECTION, TERMINATION, HEARINGS (cont'd)

C. TERMINATION OF SERVICE - cont'd

- (3) In the event of the above, the Company shall review the following:
- (a) The individual customer's billing history to determine if the volume of toll usage should be considered excessive for that particular customer.
 - (b) Prior payment history.
 - (c) Amount of customer deposit held, if any. —
 - (d) Length of customer service to assess the ability of the customer to pay such toll charges **according** to the payment terms of the Company when a normal billing is rendered.
- (4) If the review of the customer's previous billing and payment history indicates it is unlikely that the customer shall be able to pay such bill, the Company will contact the customer to make inquiries concerning the abnormal usage. If the explanation is not satisfactory, the Company will require security and/or payment of charges on the account to continue service.
- (5) The Company will terminate service provided the customer is given 48 hours advance notice and the customer makes no further attempt to secure and or pay the account in order to continue service.
- (6) The 48-hour notification rule shall be waived and service will be terminated immediately in those situations where intentional customer abuse of toll usage is evident.

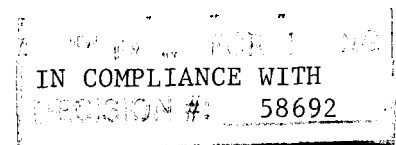
4. Termination Notices

a. Disconnect Notices will include the following:

- (1) Name, telephone number, explanation or amount for non-pay, date of disconnect.
- (2) Statement on notice advising customer to call specific phone number regarding arrangements for payment.
- (3) Disposition of the complaint.

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SOUTHWESTERN TELEPHONE COMPANY
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GENERAL RULES AND REGULATIONS

II. PROCEDURES FOR BILLING, COLLECTION, TERMINATION, HEARINGS (cont'd)

C. TERMINATION OF SERVICE - cont'd

- b. Disconnect Notices will contain the date of notice and date of disconnect which will be at least 5 days from date of notice.
- c. Date of Notice will always be date presented at a United States Post Office addressed to customer's last known address.
- d. If the telephone company receives no response from customer the Company retains the option to disconnect without further notice.

5. Accounts and Records of Subscribers

The telephone company will maintain all subscriber records for at least one year after termination of service for both non-pay or customer request.

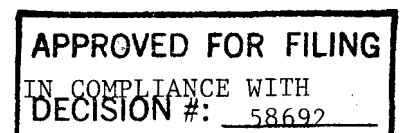
D. ADMINISTRATION AND HEARINGS

1. Customer Service Complaints

- a. The Company shall make a **full** and prompt investigation of all service complaints made by its customers, either directly or through the Commission.
- b. The Company shall respond to the complainant and/or the Commission representative within five (5) working days as to the status of the Company investigation of the complaint.
- c. The Company shall notify the complainant and/or the Commission representative of the **final** disposition of each. Upon request of the complainant or the Commission representative, the Company shall report the findings of its investigation in writing.
- d. The Company shall keep a record of all written service complaints received which shall contain, at a minimum the following data:
 - (1) Name and address of complainant.
 - (2) Date and nature of the complaint.

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SOUTHWESTERN TELEPHONE COMPANY
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GENERAL RULES AND REGULATIONS

II. PROCEDURES FOR BILLING, COLLECTION, TERMINATION, HEARINGS (cont'd)

D. ADMINISTRATION AND HEARINGS, 1.d. - cont'd

(4) A copy of any correspondence between the Company, the customer, **and/or** the Commission.

e. This record shall be maintained for a minimum period of one (1) year and shall be available for inspection by the Commission.

2. Customer Bill Disputes

a. Any Company customer who disputes a portion of a bill rendered for telephone service shall pay the undisputed portion of the bill and **notify** the Company's designated representative that such unpaid amount is in dispute prior to the delinquent date of the bill.

b. Upon receipt of the customer notice of dispute, the Company shall:

(1) Notify the customer within five (5) working days of the receipt of a written dispute notice.

(2) Initiate a prompt investigation as to the source of the dispute.

(3) Withhold disconnection of service until the investigation is completed and the customer is informed of the results.

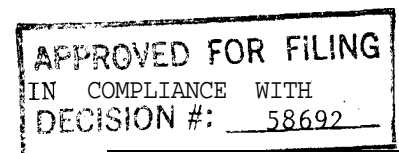
c. Once the customer has received the results of the Company's investigation, the customer shall submit payment within five (5) working days to the Company for any disputed amounts. Failure to make full payment shall be grounds for termination of service. Prior to termination inform the customer of his right to appeal to the Commission.

3. Commission Resolution of Service and/or Bill Disputes

a. In the event a customer and the Company cannot resolve a service and/or bill dispute, the customer shall file a written statement of dissatisfaction with the Commission; by submitting such notice to the Commission, the customer shall be deemed to have filed an informal complaint against the Company.

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SOUTHWESTERN TELEPHONE COMPANY
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GENERAL RULES AND REGULATIONS

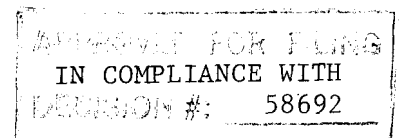
II. PROCEDURES FOR BILLING, COLLECTION, TERMINATION, HEARINGS (cont'd)

D. ADMINISTRATION AND HEARINGS, 3. • cont'd

- b. Within thirty (30) days of the receipt of a written statement of customer dissatisfaction with the Commission; by submitting such notice to the Commission, the customer shall be deemed to have filed an informal complaint against the Company.
 - (1) Each party may be represented by legal counsel, if desired.
 - (2) All such informal hearings may be recorded or held in the presence of a stenographer.
 - (3) All parties will have the opportunity to present written or oral evidentiary material to support the positions of the individual parties.
 - (4) All parties and the Commission's representative shall be given the opportunity for cross-examination of the various parties.
 - (5) The Commission's representative will render a written decision to all parties within five (5) working days **after** the date of the informal hearing. Such written decision of the arbitrator is not binding on any of the parties and the parties will still have the right to make a formal complaint to the Commission.
- c. The Company may implement normal termination procedures if **the** customer fails to pay all bills rendered during the resolution of the dispute by the Commission.
- 4. Notice by Company of Responsible Officer or Agent
 - a. The Company shall file with the Commission a written statement containing the name, address (business, residence and post office) and telephone numbers (business and residence) of at least one officer, agent or employee responsible for the general management of its operations as a utility in Arizona.
 - b. The Company shall give notice, by filing a written statement with the Commission, of any change in the information required herein within five (5) days from the date of any such change.

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ORIGINAL

GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY
Arizona

Section 5
Fourth Revised Sheet 1
Cancels Third Revised Sheet 1

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NETWORK ACCESS LINE SERVICE

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4. Paystation Service	7-9	
5. Low-income Assistance Programs	IO-12	
6. PBX	2	(T)
7. Centrex Service	18-44	

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BY: Lou E. Reilly, President

ORIGINAL

GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY
Arizona

Section 5
First Revised Sheet 2
Cancels Original Sheet 2

LOCAL EXCHANGE SERVICE

APPLICABILITY

Applicable to residential and business exchange service.

(T)

TERRITORY

The exchange rates listed below apply to Salome and Quartzsite exchanges, as said areas are defined on maps filed as part of the tariff schedule.

(T)

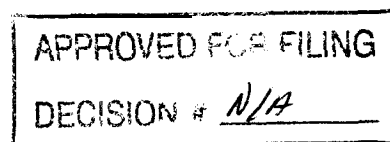
RATES

<u>Class of Service</u>	<u>Monthly Rates</u>	
Residence:		
One-Party	\$11 .00	(I)
Two-Party	9.35	(I)
Four-Party	(1)	(D)
Business:		
One-Party	24.00	(I)
Two-Party	(2)	
Four-Party	(1)	
PBX	38.35	(N)
Key Hunting	5.00	(N)

(1) Four-Party residential customers will be upgraded to either Two-Party or One-Party Residence Service. Four-Party business customers will be upgraded to One-Party Business Service.

(2) Two-Party business customers will be upgraded to One-Party Business Service.

(D)



(D)

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BY: Lou E. Reilly, President

ORIGINAL / GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY
Arizona

Section 5
First Revised Sheet 3
Cancels Original Sheet 3

LOCAL EXCHANGE SERVICE

RESERVED FOR FUTURE USE

(D)

APPROVED FOR FILING
DECISION # <u>N/A</u>

(D)

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GENERAL EXCHANGE TARIFF

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Section 5
First Revised Sheet 4
Cancels Original Sheet 4

LOCAL EXCHANGE SERVICE

RESERVED FOR FUTURE USE

(D)

(D)

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ORIGINAL GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY
Arizona

Section 5
First Revised Sheet 5
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LOCAL EXCHANGE SERVICE

(D)

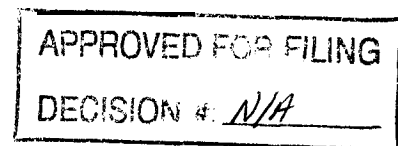
(D)

OFF-PREMISE EXTENSION:

(T)

Each extension station line or private branch exchange station line off subscriber's premises and within the exchange area:

- | | | | |
|-----|---------------------------------------------------------------------------------|--------|-----|
| (a) | Where the terminals are in different buildings on the same continuous property; | | |
| | Each one-quarter mile or fraction thereof | \$2.50 | (I) |
| (b) | Where the terminals are on non-continues property; | | |
| | First one-quarter mile or fraction thereof | 5.00 | (I) |
| | Each additional one-quarter mile or fraction thereof | 2.50 | (I) |



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BY: Lou E. Reilly, President

ORIGINAL

GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY
Arizona

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LOCAL EXCHANGE SERVICE

SPECIAL CONDITIONS

1. The mileage rates listed above are applicable in connection with Off Premise Extension located off the premises on which the primary service is located and within the exchange area in addition to the other rates applicable to those services. The mileage rates apply to the air-line distance measured between the terminals of the line involved.
2. The rates in Off-Premise Extension listed above are not applicable where:
 - a. The terminals are in the same building;
 - b. The air-line distance between terminals in different buildings on the same continuous property is 300 ft. or less;
3. If a customer would like to the Company to install an off-premises extension station on other premises of the subscriber to the primary station provided the extension station is for the use of the subscriber please see Inside Wire Maintenance in Section 7, Sheet 6 for additional charges.
4. A residence off-premises extension station will not be furnished to a business premises.

(D)

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DECISION # <i>N/A</i>

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BY: Lou E. Reilly, President

PAYSTATION SERVICE

A. GENERAL

Paystation Service provides telephone service to a customer-leased or owned paystation with or without coin collecting devices. A Paystation Access Line permits providers of such service to provide pay telephone service to the public.

B. DEFINITIONS

Coin Supervision - Provides signaling capability from the central office for paystations that do not have signaling capability within the telephone. This signaling capability provides operators and/or operator systems coin control.

Customer - For the purposes of this tariff, the customer is the Paystation Service Provider.

Network Interface Device - A company-provided jack or its equivalent. It is the point of connection between the Company owned wiring and wiring owned by the customer. For the purposes of this tariff, the network interface device will be installed at a location mutually agreed upon by the customer and the Company.

Originating Line Screening (OLS) - Enables operator service providers to determine whether there are billing restrictions on the exchange access line from which a call originates. OLS service delivers codes on operator assisted calls to identify calls originating from privately owned paystations, inmate locations, and hotels/motels, etc. Rates for this service are found in the appropriate interstate access tariff, when facilities and service are available.

Paystation Access Line - A basic coin transmission dial tone line. It is a line side connection from the local exchange switch to the point of demarcation at the customer premises.

Selective Class of Call Screening - Enables the customer to restrict outgoing operator-handled calls, placed over the Company's network, from the service point to only those calls which are charged to a called telephone, a third number or a calling card. Selective Class of Call Screening will be provided at the customer's option, where such facilities are available.

Fraud Protection (Toll Blocking) - Provides outgoing call restriction where facilities are available. This service provides blocking of 976, 1 + DDD, 1 + IDDD, and 1 + 900 calling patterns.

Fraud Protection is offered to provide a choice of restrictions at the subscriber's option. The option will be available where Paystation service is provided on a usage rate of service basis. The option is as follows:

Two-way Service provides central office blocking of seven digit local, 976, 1 + DDD, and 1 + 900 calls. Provides screening information to the operator to prevent operator assisted send-paid calls from being billed to the line. Further, third number and collect calls to Paystations are not allowed.

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DECISION #: N/AEFFECTIVE: 5-1-98 ---

(N)

(N)

SOUTHWESTERN TELEPHONE COMPANY

General Exchange Tariff • Arizona

SEMI-PUBLIC COIN BOX SERVICE

APPLICABILITY

Applicable to semi-public individual line coin box service.

TERRITORY

Within the base rate areas of the Salome and Quarksite exchanges as said areas are defined on maps filed as part of the tariff schedules.

RATES

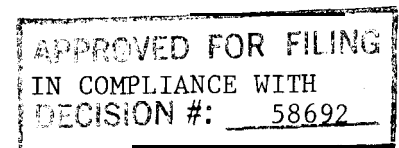
	<u>Wall Set or Wall Hand Set</u>		
	<u>Rate Per</u>	<u>Each Exchange</u>	<u>Min. Chg.</u>
	<u>Month</u>	<u>Message</u>	<u>Per Day</u>
Each individual line coin box station	\$1.00	\$0.10	\$0.25
Extension station without coin box, each	1.50	--	--

SPECIAL CONDITIONS

1. Individual line semi-public coin box service will be furnished outside the base rate areas and within the exchange area at the sum of the above rates and mileage rates as set forth in Section 5.
2. Extension stations at the above rates will be installed on the same premises as the primary station. Off-premises extension stations will be installed at the above rates and mileage rates as set forth in Section 5.
3. Service under this schedule will be furnished upon applicant's request in stores, shops, restaurants, theaters, apartment houses, hotels, automobile courts, automobile trailer camps and other semi-public locations where there is a collective use of the service by a number of guests, members, employees, or occupants, or where there is a requirement for a combination of transient and subscriber usage.

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ORIGINAL

GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY
Arizona

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First Revised Sheet 9
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PAYSTATION SERVICE

D. RATES AND CHARGES

	<u>Monthly Rate</u>	
1. Paystation Access Line ¹	B-I rate	(C) (D) (D)
2. Coin Supervision	\$2.21	(T)
3. Selective Class of Call Screening	\$3.00	(I)(T) (D) (D)
4. Fraud Protection (Toll Blocking)	\$2.50	(N)

¹ Installation, move and change charges will be those applicable to business service

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BY: Lou E. Reilly, President

LOW-INCOME ASSISTANCE PROGRAMS

ORIGINAL

A. LOW-INCOME ASSISTANCE PROGRAMS

Low-Income Assistance Programs consist of two programs, Lifeline Assistance and Lifeline Connection Assistance. These programs were developed to reduce rates for low income customers. The Company participates in both of these assistance programs to increase the availability of telecommunications services to all consumers in its serving areas. The structure of each program is outlined in the following paragraphs.

1. Lifeline Assistance

a. General

Lifeline Assistance reduces an eligible customer's monthly rates for local service. An eligible customer receives credit for the Federal Subscriber Line Charge as well as a credit towards the residential access line rate.

b. Regulations

1) Lifeline Assistance is available to all residential customers who meet the following eligibility requirements: ⁽¹⁾

a) Customers must participate in one of the following programs:

Medicaid, food stamps, Supplemental Security Income (SSI), federal public housing assistance or Section 8 (a Federal Housing Assistance Program administered by the Dept. of Urban Development), or Low Income Home Energy Assistance Program (LIHEAP).

b) Beginning October 1, 2000, eligibility has been expanded to permit low-income individuals living on tribal lands to establish their income eligibility by certifying participation in one of the following federal assistance programs: (1) Bureau of Indian Affairs General Assistance; (2) Temporary Assistance for Needy Families (TANF) tribally-administered block grant program; (3) Head Start Programs (under income qualifying eligibility provision only); or (4) National School Lunch Program (free meals program only).

(N)

(N)

(1) Low-income customers who qualify under Arizona Low-income Telephone Assistance Program (ALITAP) will receive the federal baseline support amount of \$3.50 plus the additional \$1.75 in federal Lifeline support. ALITAP customers are also eligible to receive matching federal Lifeline support in an amount equal to one-half of the amount of the state support. For example, if the 17% discount in local service charges contributed by the state equaled \$2.00, the matching federal Lifeline support amount would equal \$1 .00. Under this example, a total of \$6.25 in federal Lifeline support would be available to ALITAP customers. State support under A.R.S 46.703 would be in addition to this amount.

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BY: Paul E. Pederson, Vice-President

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GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY
Arizona

Section 5
Third Revised Sheet 11
Cancels Second Revised Sheet 11

LOW-INCOME ASSISTANCE PROGRAM

A. LOW-INCOME ASSISTANCE PROGRAMS (Continued)

ORIGINAL

1. Lifeline Assistance (Continued)

b. Regulations (Continued)

- c) To receive benefits, customers must sign a document certifying (M) (T)
under penalty of perjury that they are receiving benefits from one of
the programs listed in Paragraph 1)a) above. The document will
identify the program or programs from which the customer receives
benefits and specify that the customer will notify the Company if
he/she ceases to participate in such program or programs. (M)
- 2) As a participant in Lifeline Assistance, customers are eligible to receive
Toll Restriction Service at no charge. This service will only be provided
at the customer's request.
- 3) Local service deposit requirements will be waived for customers who
voluntarily receive Toll Restriction Service.
- 4) Participants in Lifeline Assistance shall not be disconnected from Local
Service for non-payment of toll charges. In addition, the Company will
not deny re-establishment of local service to customers who are eligible
for Lifeline Assistance and have previously been disconnected for non-
payment of toll charges. Lifeline Assistance will not be connected if an
outstanding balance is owed by the customer for local service.
- 5) Partial payments that are received from Lifeline customers will first be
applied to local service charges and then to any outstanding toll
charges.

(M)-Material previously appeared on Sheet 10 of this Section.

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GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY
Arizona

Section 5
Original Sheet 11.1

LOW-INCOME ASSISTANCE PROGRAM

A. LOW-INCOME ASSISTANCE PROGRAMS (Continued)

ORIGINAL

1. Lifeline Assistance (Continued)

C. Credits

The following credits* will apply for each customer eligible for Lifeline Assistance:

	Monthly Credit*	
1) Federal Subscriber Line Charge Credit	\$3.50	(M)
2) Initial Federal Credit to Residential Access Line	\$1.75	(M)
3) Additional Federal Credit to Residential Access Line for eligible tribal land residents who qualify under either 1 .b.l a) or b).	(1)	(N) (N)

* Credit amount will not exceed the total of the Subscriber Line Charge and the Residential Local Exchange rate.

(1) Credit up to \$25.00 and not to exceed a base of \$1.00.

(M) Material previously appeared on Sheet 11 of this Section.

(N)

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SOUTHWESTERN TELEPHONE COMPANY
Arizona

Section 5
Third Revised Sheet 12
Cancels Second Revised Sheet 12

LOW-INCOME ASSISTANCE PROGRAM

A. LOW-INCOME ASSISTANCE PROGRAMS (Continued)2. Lifeline Connection Assistance (Link-Up)

a. General

Link-Up reduces an eligible customer's service connection charges. All eligible customers receive a credit for half of the service connection charges up to \$30.00.

b. Regulations

- 1) The same eligibility requirements as outlined in Paragraph 1 .b.1 above will apply for Link-Up.
- 2) This credit is only available on the installation of a single residential access line to the principal residence of the eligible customer.
- 3) This credit will only apply a second or subsequent time for a principal place of residence with a different address from the previous address at which Link-Up was provided.
- 4) A deferred schedule for payment of the remaining service connection charges will be offered to Link-Up customers. The customer is not required to pay interest on the first \$200 of service connection charges that are deferred up to a year.

c. Credit

- 1) Half of Service Connection Charges or \$30.00, whichever is less.
- 2) **Additional Credit up to \$70.00 for residents living on tribal lands who** qualify under either Paragraph 1 .b.1 a) or b). This additional benefit will apply towards 100% of the connection charges between \$60.00 and \$130.00 which are assessed to begin service at the principle residence of the eligible resident. Eligible charges include any charges customarily assessed to connect the subscriber to the network, including line extension charges, zone connection charges and special construction charges.

(N)

(N)

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SOUTHWESTERN TELEPHONE COMPANY
General Exchange Tariff • Arizona

PUBLIC ACCESS LINE (PAL) SERVICE (Cont'd)

CONDITIONS • cont'd

- f. Must make refunds promptly upon plausible user complaint about failure of COPT to return coins, poor transmission, premature disconnection, or other service problems.
19. The customer must affix, in a clearly visible position on the face of the COPT, a registration sticker which shall include a registration number and the name and address of the owner and the telephone to call for repair service of the COPT.
20. The customer agrees to submit a new application form to the utility upon transfer of ownership, relocation, or replacement -of the COPT, and understands that service may be terminated by the utility of the Commission for violation of this or any other tariff conditions.
21. The customer will be required to route all **intraLATA** calls from their COPT through the utility's transmission facilities, and to route all **interLATA** calls from their COPT through utility's access facilities.
22. The COPT owner shall be responsible for the provision and replacement of telephone directories for use at each COPT. The COPT owner will be provided with one local telephone directory free of charge at initial installation and each time the directory is reissued by the utility. The utility will charge for any additional directories.
23. In the event it becomes apparent that a customer-owned **coin/coinless** telephone is attached to a line not authorized for use with such a set, the utility reserves the right to disconnect that customer's service. However, should the customer so request, the utility will install a PAL at the rates and charges specified herein.
24. PAL service will be disconnected when used with equipment other than **coin/coinless** telephones as defined herein. Extension service IS NOT ALLOWED.

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IN COMPLIANCE WITH
JON # 58692

SOUTHWESTERN TELEPHONE COMPANY
General Exchange Tariff - Arizona

PUBLIC ACCESS LINE (PAL) SERVICE (Cont'd)

TERRITORY (QUARTZSITE)

Within the base rate area of the Quartzsite Exchange as said area is defined on maps filed with the Arizona Corporation Commission.

RATES (QUARTZSITE)

The PAL rate will be the business one-party rate plus the surrogate usage charge.

Surrogate usage charge per month \$101 .00

TERRITORY (SALOME)

Within the base rate area of the Salome Exchange as said area is defined on maps filed with the Arizona Corporation Commission.

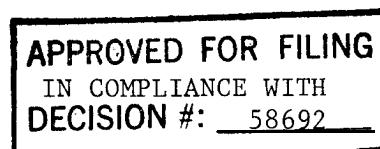
RATES (SALOME)

The PAL rate will be the business one-party rate plus the surrogate usage charge.

Surrogate usage charge per month \$59.46

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ORIGINAL

GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY
Arizona

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RESERVED FOR FUTURE USE

(D)

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Arizona

Section 5
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SOUTHWESTERN TELEPHONE COMPANY
Arizona

Section 5
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(D)

(D)

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SOUTHWESTERN TELEPHONE COMPANY
Arizona

CENTREX SERVICE

ORIGINAL

A. GENERAL

1. Centrex is a central office-based business communications service which provides capabilities similar to those offered on a Private Branch Exchange, but without requiring switching equipment on the customer's premises. Centrex integrates all of a business customer's lines into a single telecommunications system.
2. All Centrex station lines will be equipped with standard features. Additional optional features may also be selected and generally result in additional charges.

B. RATES AND CHARGES

1. Centrex Line Rates

- a. **Monthly Centrex Line Rates:** The following per-line Centrex rates apply for contract periods ranging from month-to-month to 60 months. The customer is required to pay for the number of months in the service period selected:

CENTREX LINE RATE SCHEDULE FOR QUARTZSITE AND SALOME EXCHANGES						
Number of Centrex Lines	Monthly	12 Months	24 Months	36 Months	48 Months	60 Months
2*	31.90	31.20	30.40	29.60	28.90	28.10
3-5	29.40	28.60	27.80	27.10	26.30	25.60
6-15	26.80	26.10	25.30	24.50	23.80	23.00
16-25	24.30	23.50	22.70	22.00	21.20	20.40
26-50	20.40	19.70	18.90	18.10	17.40	16.60
51-100	16.60	15.80	15.10	14.30	13.50	12.80
100+	13.00	12.30	11.50	10.70	10.00	9.20

* Rate also applies to single-line off-premise extensions to primary-site Centrex group.

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GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY
Arizona

ORIGINAL

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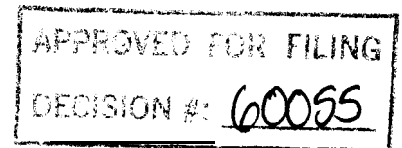
CENTREX SERVICE

- b. **Service Establishment Charge Per Line:** A non-recurring service establishment charge will apply per each Centrex line established at a primary-site Centrex group location. These are the only applicable non-recurring charges for Centrex.

These rates do not include any premise work that may be required. Refer to the service charges section of this tariff for applicable premise work charges.

Number of Centrex Lines	Service Establishment Charge Per Line (Non-recurring Charge)
2 - 5 *	\$25.00
6 - 25	\$20.00
26 - 50	\$15.00
51 +	\$10.00

* Rate also applies to single-line off premise extensions to primary-site Centrex group.



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BY: Michael A. LeaVesseur, President

CENTREX SERVICE

ORIGINAL

B. RATES AND CHARGES (Continued)

1. Centrex Line Rates (Continued)

- c. **Additions/Changes to Individual Station Features:** A \$5.00 non-recurring additions/changes charge will apply to each Centrex line arranged.
- d. **Standard, Non-Chargeable Individual Station Features:** The following are standard, non-chargeable individual station features which are included with the Centrex line rate at no charge:
 - (1) Business Group Automatic Identified Outward Dialing
 - (2) Call Park Features:
 - (a) Call Park - Directed
 - (b) Call Park - Local
 - (3) Call Pick-Up Features:
 - (a) Call Pick-Up (non-recurring charge for reprogramming charges only)
 - (b) Call Pick-Up - Directed (non-recurring charge for reprogramming charges only)
 - (4) Call Transfer - Internal Only
 - (5) Centrex Repeat Dialing - Internal Only
 - (6) Direct Inward Dialing (capabilities may be limited by Simulated Facilities)
 - (7) Direct Outward Dialing (capabilities may be limited by Simulated Facilities)
 - (8) Distinctive Ringing/Call Waiting Indication
 - (9) Do Not Disturb
 - (10) Intercom Dialing
 - (11) 3-Way Calling
 - (12) Touchtone
 - (13) Voice/Data Protection

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SOUTHWESTERN TELEPHONE COMPANY
Arizona

CENTREX SERVICE

ORIGINAL

B. RATES AND CHARGES (Continued)

1. Centrex Line Rates (Continued)

- e. **Optional, Non-Chargeable Individual Station Features:** The following are optional, non-chargeable individual station features which may be added to a Centrex line at no charge:

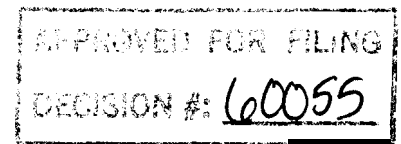
- (1) Call Forwarding Features:
 - (a) Call Forwarding - All Calls (Variable)
 - (b) Call Forwarding - Busy Line
 - (c) Call Forwarding - Don't Answer
 - (d) Call Forwarding - Incoming Only [Option available with (a)-(c)]
 - (e) Call Forwarding - Within Group Only [Option available with (a)-(c)]
- (2) Call Hold
- (3) Caller Identification-Number - Internal Only
- (4) Call Transfer - Attendant
- (5) Call Waiting Features:
 - (a) Call Waiting (Terminating) (may include Cancel Call Waiting)
 - (b) Call Waiting - Incoming Only (may include Cancel Call Waiting)
- (6) Class of Service Restrictions:
 - (a) Fully-Restricted Line
 - (b) Semi-Restricted Line
- (7) Off-Premises Station (appropriate Centrex line rates will apply)
- (8) Single-Digit Dialing
- (9) Speed Call 8 (customer changeable)

2. **Discount Package Plan:** A Centrex customer subscribing to multiple optional, chargeable individual station features is eligible to participate in the Discount Package Plan. The Discount Package Plan applies to those optional line features described in Sections 3 and 5:

*Number of Features Subscribed
to Per Centrex Line*

*Number of Features Included When Purchasing
Multiple Individual Station Line Features*

Greater than or equal to 3 features 1 feature of same or lesser value included
 Greater than or equal to 6 features 2 features of same or lesser value included
 Greater than or equal to 9 features 3 features of same or lesser value included
 Greater than or equal to 12 features 4 features of same or lesser value included



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GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY
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CENTREX SERVICE

ORIGINAL

B. RATES AND CHARGES (Continued)

3. **Optional, Chargeable Individual Station Features:** The following are optional, chargeable individual station features which may be provisioned on any Centrex line at the established monthly tariff rates:

- | | | |
|----|-----------------------------------------------------------------------------------|-----------------------------|
| a. | Call Transfer - Individual - All Calls | \$.30 per line |
| b. | Class of Service Restrictions: | |
| | (1) Toll Restriction | \$.30 per line |
| | (2) Code Restriction & Diversion | \$.30 per line |
| | (3) Outgoing Call Screening | \$.30 per line |
| c. | Direct Connect Service (a/k/a Hot Line) | \$.30 per line |
| d. | Manual Line Service | \$.30 per line |
| e. | Night Service | \$.30 per line |
| f. | Warm Line | \$.30 per line |
| g. | Advanced Calling Services: | |
| | (For availability and conditions, see Company's Advanced Calling Services Tariff) | |
| | (1) Caller ID - Basic - External | 25% off ACS Tariff Rates |
| | (2) Other ACS Services | 25% off ACS Tariff Rates |
| | (excludes Call Trace and Caller ID-Deluxe) | |
| | (3) Caller ID - Deluxe | |
| | (For rate, see Company's Advanced Calling Services Tariff) | |
| | (4) Call Trace | |
| | (For rate, see Company's Advanced Calling Services Tariff) | |
| h. | Attendant Camp-On | \$1 .00 per line |
| i. | Call Forwarding - Remote Activation | \$1 .00 per line |
| | | (Add-on to Call Forwarding) |
| j. | Call Waiting Features: | |
| | (1) Call Waiting - Dial | \$1 .00 per line |
| | (2) Call Waiting - Originating | \$1 .00 per line |
| k. | 6-Way Calling or Conference-Attendant | \$3.00 per line |
| l. | Speed Calling 30-Code (customer changeable) | \$1 .00 per line |

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GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY
Arizona

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CENTREX SERVICE

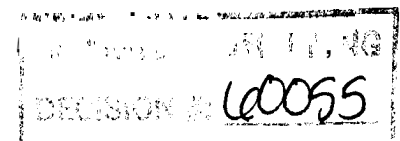
ORIGINAL

B. RATES AND CHARGES (Continued)

4. Optional, Chargeable Features Associated with Groups of Lines or Centrex Systems: The following are optional, chargeable features/services which may be provisioned on Centrex Groups of Lines or Centrex Systems at the established tariff rates:

- a. Account Codes *
- b. Authorization Codes *
- c. Automatic Route Selection Features:
 - (1) Automatic Route Selection *
 - (2) Time-of-Day/Day-of-Week Routing Control *
 - (3) Expensive Route Warning Tone *
 - (4) Outgoing Queuing *
- d. Business Group Dialing Plan:
 - (1) Standard Dialing Plan No Charge
 - (2) Customized Dialing Plan \$80.00 non-recurring
- e. Centralized Attendant Service *
- f. Centrex Complex *
- g. Customer Control *
- h. Main Satellite Service *
- i. Music/Message on Hold:
 - (1) Standard Music Audio (audio source resides at telco) \$25.00 per month
 - (2) Custom Music/Message Audio \$50.00 per month
(audio source resides at telco)
 - (3) Custom Music/Message Audio \$25.00 per month
(audio source resides at customer) + line/trunk circuit tariff rate
- j. Special Customer Provided Equipment
(CPE) Interface Circuits:
 - (1) Code Calling \$5.00 + line/trunk circuit tariff rate
 - (2) Improved Radio Paging \$5.00 + line/trunk circuit tariff rate
 - (3) Loudspeaker Paging \$5.00 + line/trunk circuit tariff rate
 - (4) Paging Access \$5.00 + line/trunk circuit tariff rate
 - (5) Recorded Telephone Dictation \$5.00 + line/trunk circuit tariff rate
- k. Special Intercept Announcement:
 - (1) Standard Announcement (audio source resides at telco) \$25.00 per month
 - (2) Customer Worded Announcement \$50.00 per month
(audio source resides at telco)
 - (3) Customer Worded Announcement \$25.00 per month
(audio source resides at customer) + line/trunk circuit tariff rate
 - (4) Changes to Customer Worded Announcement \$30.00 non-recurring
- l. Station Message Detail Recording

* Rate will be derived from actual cost and filed with the Commission for approval when the Telephone Company receives a request.



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GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY
Arizona

Section 5
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CENTREX SERVICE

ORIGINAL

B. RATES AND CHARGES (Continued)

5. Hunting Service

- a. **Optional, Chargeable Hunting Arrangements:** The following are optional, chargeable hunting arrangement features/services which may be provisioned with **Centrex** Service at the established rates:

	Per Line in Hunt Group	Non-Recurring Charges
(1) Circle Hunting *	\$.50	\$10.00 per hunt group
(2) Regular Hunting *	\$.50	\$10.00 per hunt group
(3) Preferential Hunting *	\$1.00	\$10.00 per hunt group
(4) Series Completion *	\$.50	\$10.00 per hunt group
(5) Uniform Call Distribution *	\$1.00	\$10.00 per hunt group
b. Changes to Hunting Group Arrangements/patterns (Additional Lines/Change Hunting Order)		\$10.00 non-recurring
c. Hunt Group Options:		
(1) Queuing for Hunt Group	\$ 5.00	each queue slot/monthly
(2) Delay Announcements for Queued Calls:		
(a) Standard Announcement (audio source resides at telco)		\$25.00 per month
(b) Customer Worded Announcement ** (audio source resides at telco)		\$50.00 per month
(c) Customer Worded Announcement ** (audio source resides at customer)		\$25.00 per month + line/trunk circuit tariff rate
(d) Changes to Customer Worded Announcement		\$30.00 non-recurring
(3) Stop Hunt/Make Busy		
(a) Access Code Activation		\$.70 per line per month
(b) Key/Switch Activation		\$6.50 per circuit per month

* Features are included in the Discount Package Plan.

** More than one announcement per UCD group will be charged on an individual case basis

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GENERAL EXCHANGE TARIFF

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B. RATES AND CHARGES (Continued)

6. Simulated Facility Groups (SFGs):

a. Simulated Facility Group Arrangements:

	Monthly <u>Rate</u> Business One-Party Tariff Rate	Non- Recurring <u>Charge</u> N/A
(1) Each Simulated Facility (OutWATS, INWATS)		
(2) Rearrangements and changes to Simulated Facilities and routing patterns	N/A	\$15.00

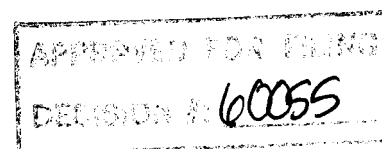
b. Normal OutWATS rates (measured time or full business day) will be charged for OutWATS calls.

c. Normal INWATS rates will be charged for INWATS calls.

d. Normal Tie Facility rates will be charged for the use of tie facilities.

C. REGULATIONS AND CONDITIONS

1. A Centrex customer must have a minimum of two Centrex lines terminating to a primary customer site.
2. The minimum charge period for services provided under this tariff shall be for one month except when the provision of the service requires the construction of additional facilities and/or equipment. The customer will be required to pay all or a portion of the construction and installation charges and/or contract for service beyond the minimum service period in an arrangement agreeable to both the Telephone Company and the customer.



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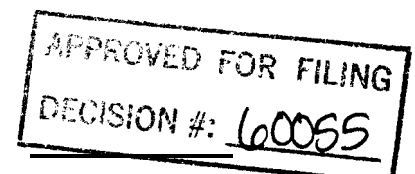
BY: Michael A. LeaVesseur, President

CENTREX SERVICE

ORIGINAL

C. REGULATIONS AND CONDITIONS (Continued)

3. Centrex is offered subject to the availability of outside plant and/or Central Office facilities. Individual feature availability may differ by exchange.
4. One directory listing is provided without charge for each Centrex line.
5. The customer may choose to pay for the service on a month-to-month basis or under a service contract plan. A month-to-month customer may, at any time, convert to a service contract plan by paying the applicable service period plan rate currently in effect.
6. The monthly rate for customers choosing the service period plan is guaranteed against telephone company initiated changes during the selected service contract period.
7. **Subsequent line additions/deletions to the original service contract period are stipulated as follows:**
 - a. Subsequent additions will be rated under a new contract or added to an existing contract, based upon the remaining period of the initial contract. If the line addition causes the customer's total Centrex line count at the primary customer location to exceed the threshold of the line count previously contracted, all lines will be billed at the rate for the larger line count.
 - b. Subsequent line deletions, resulting in reductions equal to or exceeding 10% of the initial quantity of lines under contract, will be considered a termination liability and treated as specified in paragraph C8 below. If the reduction causes the total number of lines to fall into a different line size group, all remaining lines will be billed at rates for the smaller line size group.



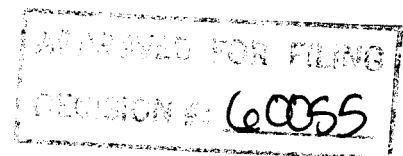
CENTREX SERVICE

ORIGINAL

C. REGULATIONS AND CONDITIONS (Continued)

8. Termination Liabilities shall be treated as follows:

- a. If the service is canceled by the customer after installation of the service, but prior to the completion of the service period, the customer shall be obligated to pay a termination liability charge. The charge is calculated by multiplying the monthly rate by the remaining months in the contract period times fifty percent.
- b. A customer who reduces the quantity of **Centrex** lines under contract has the following options for the duration of the contract period:
 1. Continue to pay an amount equal to the monthly rate for the number of **Centrex** station lines that are disconnected under contract, or
 2. Pay termination charges as described in a. above on the number of **Centrex** station lines disconnected.
9. All exchange lines in a **Centrex** Group must have the same billing arrangement, either flat-rate or measured service (where offered).
10. Intercom calls between lines in a **Centrex** Group are not subject to local measured service.
11. When used with Call Forwarding or Call Transfer, the **Centrex** customer is responsible for the payment of the applicable toll charge for each billable call connected over the public network between the **Centrex** station and the station at which the call is answered. The charge is applicable to each call answered, including the Call Forwarding set-up call. It also applies to collect and **person-to-person** calls, which may be refused at the answering station.
12. This tariffed **Centrex** service does not include terminal equipment on the customer's premises. Terminal equipment may be covered under a separate tariff, contract, or may be provided by the customer.
13. Unless specifically exempted, **Centrex** service shall be subject to all general regulations applicable to the provision of service by the telephone company as stated in the general tariff.
14. It is at the Company's discretion to offer temporary suspension of **Centrex** Service.



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CENTREX SERVICE

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D. DEFINITIONS

The following definition section defines all standard and optional features which either are or may be provided as a part of the **Centrex** service.

The following are standard, non-chargeable individual station features which are included with the **Centrex** line rate at no charge:

1. Business Group Automatic Identified Outward Dialing

Business Group Automatic Identified Outward Dialing provides identification of the calling line or the **Centrex** Group billing/pilot number on billable calls directed to the public network.

2. Call Park Features:**a. Call Park - Directed**

Call Park - Directed allows a **Centrex** user to park (or store) a call against any directory number within the business group and unpark (or retrieve) the call from any other directory number within the business group.

b. Call Park - Local

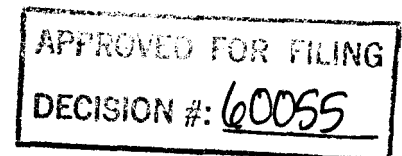
Call Park - Local allows a **Centrex** user to park (or store) a call against his/her directory number within the business group and unpark (or retrieve) the call from any other directory number within the business group.

3. Call Pick-Up Features:**a. Call Pick-Up**

Call Pick-Up enables a station user to answer a call that is ringing at another station within the **Centrex** Group by dialing an access code.

b. Call Pick-Up - Directed

Call Pick-Up - Directed enables a station user to answer a call that is ringing at another station within the **Centrex** Group by dialing an access code and the ringing station number.



CENTREX SERVICE

ORIGINAL

D. DEFINITIONS (Continued)

4. **Call Transfer - Internal Only**

Call Transfer - Internal Only allows a station user to transfer calls to another station within the Centrex Group by flashing the switchhook and dialing the transfer-to number.

5. **Centrex Repeat Dialing - Internal Only**

Centrex Repeat Dialing - Internal Only allows the customer to automatically redial the last intercom number dialed. When the recalled telephone number is busy, the Company's equipment will make repeated attempts to establish the call for a thirty (30) minute period beginning with the customer's activation.

6. **Direct Inward Dialing**

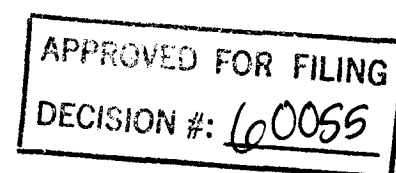
Direct Inward Dialing allows Centrex station users to directly receive incoming calls without the assistance of an attendant.

7. **Direct Outward Dialing**

Direct Outward Dialing enables Centrex station user to call outside the Centrex Group directly without the assistance of an attendant.

8. **Distinctive Ringing/Call Waiting Indication**

Distinctive Ringing/Call Waiting Indication allows a Centrex station user to listen to the cadence of the ringing pattern or Call Waiting tone to determine whether a call is coming from within the business or from outside the business. Distinctive Ringing and Call Waiting tones are applied under the following conditions: 1) Pattern A: (normal ringing and Call Waiting tones) is used with intercom calls. These are internal calls that originate within the business; 2) Pattern B: (two short rings or Call Waiting tones) is used with Direct Inward Dialing calls. These are incoming calls that originate outside the business. Pattern B is also used for calls completed by way of the attendant and calls incoming from a tie facility; 3) Pattern C: (short-short-long ringing or three short Call Waiting tones) is used with Dial Call Waiting, Call Waiting-Originating, and Night Service calls.



CENTREX SERVICE

SPECIAL

D. DEFINITIONS (Continued)**9. Do Not Disturb**

Do Not Disturb allows a station user to prevent incoming calls from ringing at his/her station by diverting them to a tone or recorded announcement. This feature can be offered with a Personal Identification Number (PIN) override option that selected callers can dial to override Do Not Disturb.

10. Intercom Dialing

Intercom Dialing allows Centrex station users to call other stations within their Centrex Groups by dialing abbreviated codes.

11. 3-Way Calling

3-Way Calling allows a station user to add a third party to an existing call, and thus enables a simultaneous conference between parties at multiple locations.

12. Touchtone

Where Central Office facilities are available, a type of high-speed address signaling (dialing) in which buttons in a bank of twelve can be depressed to give one of a group of audio tone pairs for signaling directly over the circuit.

13. Voice/Data Protection

Voice/Data Protection allows a station user to inhibit intrusion features such as Call Waiting and Operator Verification which are directed to that line when it is busy.

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GENERAL EXCHANGE TARIFF

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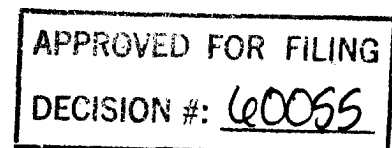
ORIGINAL

D. DEFINITIONS (Continued)

The following are optional, non-chargeable individual station features which may be added to a Centrex line at no charge:

14. Call Forwarding Features:

- a. **Call Forwarding - All Calls (Variable)**
Call Forwarding - All Calls (Variable) enables a station user to divert all incoming calls to another directory number. Activation, deactivation and the forward-to destination are controlled by the station user.
- b. **Call Forwarding - Busy**
Call Forwarding - Busy causes all calls to be redirected to an alternate station when the called station is busy.
- c. **Call Forwarding - Don't Answer**
Call Forward - Don't Answer allows all calls that terminate to a user's station to be redirected to an alternate station after a predetermined number of rings.
- d. **Call Forwarding - Incoming Only (Add-on to Call Forwarding)**
Call Forwarding - Incoming Only is an option that can be used with any of the Call Forwarding features (Call Forwarding - All Calls (Variable), Busy, and Don't Answer) and allows only incoming calls (calls that originate outside the Centrex Group) to be forwarded. Calls from within the group or a private facility are not forwarded.
- e. **Call Forwarding - Within Group Only (Add-on to Call Forwarding)**
Call Forwarding - Within Group Only is an option that can be used with any of the Call Forwarding features (Call Forwarding Variable, Don't Answer, and Busy Line) and restricts call forwarding to only directory numbers within the same Centrex group, thus preventing the station user from forwarding calls outside the Centrex group.



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CENTREX SERVICE

D. DEFINITIONS (Continued)

15. **Call Hold**

Call Hold allows a station user to place a call on hold in order to initiate a second call, answer a waiting call, consult privately with another party, or return to the previously held call.

16. **Caller Identification-Number - Internal Only**

Caller Identification-Number - Internal Only allows for the display of the calling party's telephone number (intercom number) on calls made within the Centrex Group. This feature requires a special customer-provided display device which may be either attached to the telephone or built into the telephone. Caller Identification-Basic - External (calls from outside the Centrex Group) can be subscribed to at rates established in this tariff.

17. **Call Transfer - Attendant**

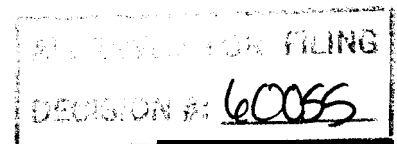
Call Transfer - Attendant allows members of a customer group, who do not have station-controlled call transfer capability, to transfer calls with the aid of the attendant. During a call incoming to the customer group via direct distance dialing, the called party can reach the attendant to request the transfer by flashing and dialing the access code to the attendant. The attendant can only transfer the incoming call to another station within the customer group.

18. **Call Waiting Features:**a. **Call Waiting (Terminating)**

Call Waiting provides a burst of tone to inform a station user with a call already in progress that another call is waiting to be answered. The station user may answer the waiting call by hanging up or flashing the switchhook. **This feature may include Cancel Call Waiting.**

b. **Call Waiting - Incoming Only**

Call Waiting - Incoming Only gives the Centrex user a call waiting tone only for calls incoming to his/her group from outside the business. All other calls receive busy tone, and no call waiting tone is provided to the called party. **This feature may include Cancel Call Waiting.**



CENTREX SERVICE**D. DEFINITIONS (Continued)****19. Class of Service Restrictions:****a. Fully-Restricted Line**

A Fully-Restricted Line is prevented from making calls to and/or receiving calls from stations outside the **Centrex** Group. It is also prevented from making calls to and/or receiving calls from the attendant, thereby denying it indirect access to/from outside the **Centrex** Group. Blocked calls may be routed to reorder tone or a recorded announcement.

b. Semi-Restricted Line

A Semi-Restricted Line is prevented from making calls to and/or receiving calls from stations outside the **Centrex** Group. It may, however, make and/or receive outside calls indirectly via the attendant, Call Forwarding, Call Transfer, and Call Pick-Up features. Blocked calls may be routed to reorder tone or a recorded announcement.

20. Off-Premises Stations

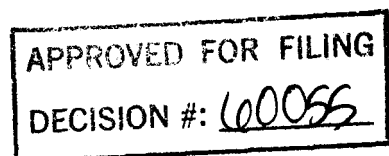
Off-Premises Stations enable a secondary business location to access the same **Centrex** features and services as the main business location. The secondary locations must be served by the same Digital Central Office as the primary location. Appropriate **Centrex** line rates will be applied to Off-Premises Stations.

21. Single-Digit Dialing

Single-Digit Dialing permits a **Centrex** station user to reach a line or facility, or to access a feature by dialing a single-digit code. The Single-Digit Dialing codes are shared by all users in a **Centrex** Group and are preprogrammed by the Telephone Company.

22. Speed Calling 8-Code (Customer Changeable)

Speed Calling 8-Code enables a station user to call a list of up to 8 preselected directory numbers by dialing one-digit codes instead of the directory numbers. This list may be programmed from the **Centrex** user's telephone set.



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CENTREX SERVICE

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D. DEFINITIONS (Continued)

The following are optional, chargeable individual station features which may be provisioned on any Centrex line at established tariff rates:

23. **Advanced Calling Services**

Advanced Calling Services are offered as optional, chargeable features and are outlined in the Advanced Calling Services' section of this Company's tariff. Advanced Calling Services are a group of features which allow customers to efficiently manage the call flow generated over exchange access lines. The rates for Advanced Calling Services for Centrex users are defined in this Centrex tariff.

24. **Attendant Camp-On**

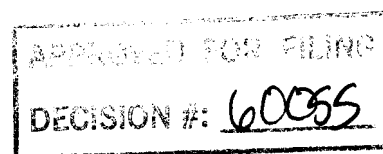
Attendant Camp-On allows an attendant attempting to transfer a call to a busy station within the Centrex Group to place the call in waiting until the station becomes available. The busy station receives a special call waiting indication and may either flash the switchhook or hang up to answer the camped-on call.

25. **Call Forwarding - Remote Activation**

Call Forwarding - Remote Activation allows the Centrex user to activate and deactivate Call Forwarding from any location.

26. **Call Transfer - Individual - All Calls**

Call Transfer - Individual - All Calls allows the Centrex user to transfer any established call to another person. Calls may be transferred to other parties both within and outside the business. The Centrex user may transfer a call by flashing the switchhook and dialing the station to which the call is to be transferred. When the Centrex user hangs up, the call will be transferred. In addition, this feature may be used to transfer calls to Tie Facilities.



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CENTREX SERVICE

D. DEFINITIONS (Continued)

ORIGINAL

27. Call Waiting Features:

a. **Call Waiting - Dial**

Call Waiting - Dial allows the **Centrex** user to dial a special code prior to calling another station in the **Centrex** Group and cause a Call Waiting tone to be applied to the station if it is busy (regardless of whether it has Call Waiting). Once alerted, the station called can either flash the switchhook or hang up to answer the waiting call.

b. **Call Waiting - Originating**

Call Waiting - Originating allows the **Centrex** user to automatically apply Call Waiting tones whenever he/she calls another station in the **Centrex** Group and the line is busy, even if the station called does not have the Call Waiting feature. Once alerted, the station called can either flash the switchhook or hang up to answer the waiting call. In contrast to Dial Call Waiting, this feature does not require the **Centrex** user to dial an access code prior to making the call.

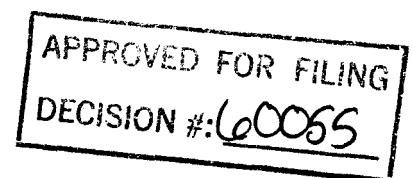
28. Class of Service Restrictions:

a. **Toll Restriction**

Toll Restriction blocks the completion of calls that are directed to the outside operator or to numbers outside the local calling area. Blocked calls may be routed to reorder tone, a recorded announcement or to a designated station (e.g. the attendant).

b. **Code Restriction & Diversion**

Code Restriction blocks the completion of calls that are directed to customer specified area codes (NPAs) and/or central office codes (NXXs). Blocked calls may be routed to reorder tone, a recorded announcement or to a designated station (e.g. the attendant).



CENTREX SERVICE**D. DEFINITIONS** (Continued)**28. Class of Service Restrictions:** (Continued)**c. Outgoing Call Screening**

Outgoing Call Screening blocks the completion of calls to specific directory numbers (3, 6, 7, or 10 digit basis). Blocked calls may be routed to reorder tone, a recorded announcement or to a designated station (e.g. the attendant).

29. Conference - Attendant

Conference - Attendant allows an attendant to initiate a conference call of up to six parties (including the attendant). The selection of a special Conference Attendant can be done from any subscribing station within the same customer group by dialing a specific access code.

30. Direct Connect Service (a/k/a Hot Line)

Direct Connect Service allows a station user to automatically place a call to a preselected directory number by lifting the receiver off the switchhook. No dialing is required for the calling party to reach the specified destination.

31. Manual Line Service

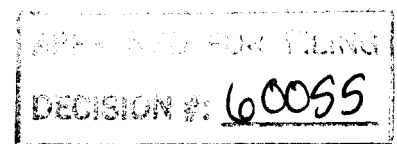
Manual Line Service automatically places a call to the operator when the station user lifts the receiver off the switchhook.

32. Night Service

Night Service allows calls directed to the attendant to be re-routed to predesignated station lines within the same Centrex Group when the attendant position is not staffed (i.e., evening hours, weekends).

33. 6-Way Calling

6-Way Calling allows the Centrex user to sequentially call up to five other people and add them together to make up a six-way call. The Centrex user must first dial an access code to implement this feature.



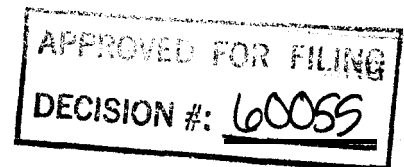
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CENTREX SERVICE**D. DEFINITIONS (Continued)****34. Speed Calling 30-Code (Customer Changeable)**

Speed Calling 30-Code enables a station user to call a list of up to 30 preselected directory numbers by dialing one-digit codes instead of the directory numbers. This list may be programmed from the **Centrex** user's telephone set. In addition, Speed Calling 30 lists may be shared by multiple users within a **Centrex** Group. When the list is shared, only one user is allowed to change the list.

35. Warm Line

Warm Line provides a time-out option with either Direct Connect Service or Manual Line Service. The time-out interval may be set at 1 to 14 seconds. During the time-out interval, a station user will receive normal dial tone and can originate calls. However, after the time-out interval expires, a call is automatically set up and routed to the specified destination.



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CENTREX SERVICE

D. DEFINITIONS (Continued)

The following are optional, chargeable features/services which may be provisioned on Centrex Groups of lines or Centrex Systems at established tariff rates:

36. Account Codes

Account Codes allow the Centrex user to add an account code for allocating charges. These charges can be printed out on a report or made part of the monthly phone bill.

37. Authorization Codes

Authorization Codes allow the Centrex user to dial a special code prior to making a call and override the dialing restrictions at a particular station.

38. Automatic Route Selection Features:**a. Automatic Route Selection**

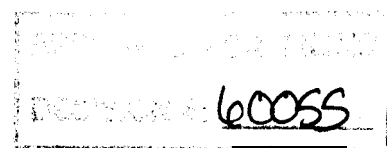
Automatic Route Selection provides a list of route choices (OutWATS, tie facilities, public carriers, direct distance dialing and foreign exchange) for each outgoing call. The routes on the list are searched sequentially and automatically for idle facilities until an idle facility is found or all route selections are determined unavailable.

b. Time-of-Day/Day-of-Week Routing Control

Time-of-Day/Day-of-Week Routing Control allows the list of facility groups over which the Automatic Route Selection feature hunts to complete a given call to be manually altered based on Time-of-Day and/or Day-of-Week considerations.

c. Expensive Route Warning Tone

Expensive Route Warning Tone provides a per-call method of cost control by giving the Centrex user a tone when a call is being routed over the most expensive facility in the group.



CENTREX SERVICE

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D. DEFINITIONS (Continued)

38. Automatic Route Selection Features: (Continued)

d. Outgoing Queuing

Outgoing Queuing allows outgoing calls to be placed into a queue and wait for an available facility when all allowed/available facilities are in use. When a facility becomes idle, the call can be made. This feature allows callers to automatically be placed in waiting for an outgoing facility on either an on-hook or off-hook basis.

39. Business Group Dialing Plan

A Business Group Dialing Plan enables a Centrex Group to have a unique dialing scheme which includes Intercom Dialing; access to an attendant, private network and/or special facilities using 1 to 5 digit codes; Single-Digit Dialing; and customized feature activation/deactivation codes. Each Centrex Group may use either a standardized or a customized Business Group Dialing Plan.

40. Centralized Attendant Service

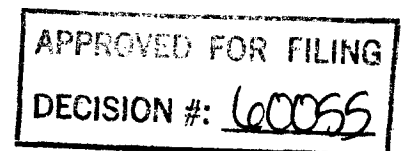
Centralized Attendant Service provides a centralized attendant group for the business which is distributed over geographically separate switching systems. Attendants are normally located at one location and all calls requiring attendant assistance (for all locations) are routed to the attendant location.

41. Centrex Complex

Centrex Complex allows the association of multiple Centrex Groups in a single system. All Centrex Groups within the Complex share intercom calling privileges, but may have separate private facility groups or separate dialing plans.

42. Customer Control

Customer Control allows for the ability to change the operation of certain features via the attendant console. The features which may be changed are Time-of-Day/Day-of-Week Routing Control, Outgoing Queuing and Authorization Codes.



CENTREX SERVICE

D. DEFINITIONS (Continued)

43. Main Satellite Service

Main Satellite Service allows the Centrex user to tie together several business locations which may be serviced from different central office switches. All attendant services are normally provided from the "main" location, and this location is the only one with a listed directory number. Tie trunks connect all locations for intercom calling.

44. Music/Message on Hold

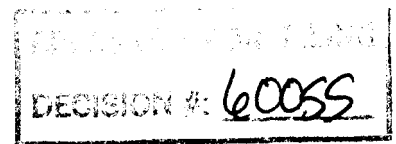
Music/Message on Hold provides music/message for calls put on call hold (or parked) by Centrex subscribers. The music/message and audio source may be telephone company provided or customer provided.

- a. **Standard Music Audio** - Standard Music and audio source is provided by the telephone company-Music is only available for Standard.
- b. **Custom Music/Message Audio (audio source resides at telco)** - The production of the Custom Music/Message is provided by the customer. The telephone company reserves the right to refuse any audio source equipment in or on the telephone company's premises due to physical size, electronic emissions, safety concerns, etc.
- c. **Custom Music/Message Audio (audio source resides at customer)** - The production of the Custom Music/Message is provided by the customer. The audio is located at the customer's premises and a line/trunk tariff will apply and be necessary to supply the Music/Message to the telephone company.

45. OutWATS, INWATS, and Tie Facilities:

a. OutWATS

OutWATS is a form of Direct Distance Dialing service that allows a station user to place long distance calls to specified geographical areas at reduced rates. Each OutWATS call is screened to ensure that the call destination is within the band limits of the OutWATS station user. Simulated Facility Groups may be used to control the number of simultaneous OutWATS calls that can be made from a business.



CENTREX SERVICE

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D. DEFINITIONS (Continued)

45. OutWATS, INWATS, and Tie Facilities: (Continued)

b. INWATS

INWATS service provides the ability to receive calls which would be dialed as 800-type numbers. This allows individuals calling a business to do so without incurring toll charges. Simulated Facility Groups may be used to control the number of simultaneous INWATS calls that can be made to the business.

c. Tie Facilities

Tie Facility Access allows the Centrex user to make and receive calls to other switches via Tie Facilities. For outgoing Tie Facilities, stations in the business dial a special access code. Access to Tie Facilities can be controlled or restricted by Simulated Facility Groups.

46. Special Customer Premise Equipment (CPE) Interface Circuits:

Special CPE Interface Circuits provide access to special customer-owned equipment, such as paging equipment, code calling equipment, dictation and radio paging equipment by dialing an intercom or access code. Depending upon the customer-owned equipment used, either line circuits or trunk circuits will be required:

a. Code Calling

Code Calling allows for dial access via an access code to connect to a customer-provided signaling device using a bell or some other audible signal. During the time that the user is on the line to the device, the person called can pick up any line within the Centrex Group and dial a code to automatically connect to the user.

b. Improved Radio Paging

Improved Radio Paging allows attendants and other users to page other people in the business using radio paging equipment. Anyone receiving a page can establish a connection by dialing a code from a Centrex phone.

APPROVED FOR FILING DECISION #: 60065

CENTREX SERVICE

D. DEFINITIONS (Continued)

46. **Special Customer Premise Equipment (CPE) Interface Circuits:** (Continued)c. **Loudspeaker Paging**

Loudspeaker Paging allows dial access via an access code to page someone on the business' premises. The user can use this feature when someone is on hold, but the person on hold cannot be transferred to the paging device.

d. **Paging Access**

Paging Access allows selected stations to have dial access to customer-provided loudspeaker paging equipment. A line or a tie-trunk is required to support the customer's paging equipment.

e. **Recorded Telephone Dictation**

Recorded Telephone Dictation allows the Centrex user to connect a telephone dictation machine so that users can dial an access code and dictate information.

47. **Special Intercept Announcement**

A Special Intercept Announcement may optionally be used to address the following conditions: a) If a Centrex station user dials a code which is not defined or assigned in the Business Group Dialing Plan, or b) If the call is restricted due to various restriction arrangements (i.e., Semi-Restricted, etc.).

48. **Station Message Detail Recording (SMDR)**

SMDR provides detailed call information on billable and non-billable calls made from the Centrex Group. This feature requires special equipment which must be located on the customer's premises.

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GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY
Arizona

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CENTREX SERVICE

FINAL

D. DEFINITIONS (Continued)

The following are optional, chargeable hunting features which may be provisioned with Centrex Service at established tariff rates:

49. Hunting Arrangements:

a. Circle Hunting

Circle Hunting allows calls directed to busy stations in the middle of the hunt group to search through to the end of the hunt group and then return to the beginning of the hunt list in search of an idle station. The caller is connected to the first idle station encountered.

b. Preferential Hunting

Preferential Hunting allows any station in a Hunt Group to have its own (preferential) hunting list. If a call is made to a station with a Preferential Hunting list assigned to it, and that station is busy, the preferential list is first hunted until an idle station is found. If an idle station is not found on the preferential list, the hunt will proceed to the entire hunt group.

c. Regular Hunting

Regular Hunting or Linear Hunting is performed in a sequential fashion across all members of a Multiline Hunt Group. The search for an idle station starts with the pilot number. If the first station is busy, the group is sequentially hunted until an idle station is found. If there are no idle stations available, the caller receives a busy signal.

d. Series Completion

Series Completion is a hunting arrangement in which individual stations always have their **own directory numbers and classes of service**. Two different hunting arrangements can be selected with Series Completion: linear or circle.

e. Uniform Call Distribution

Uniform Call Distribution is intended to distribute calls evenly among the stations in a Hunt Group. When a caller is connected to an idle station, the location of the next station is marked as the starting point for hunting when the next incoming call is received. Once hunting begins, it proceeds in a circular manner until an idle station is found.

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EFFECTIVE: February 7, 1997

BY: Michael A. LeaVesseur, President

CENTREX SERVICE**D. DEFINITIONS** (Continued)**50. Delay Announcements for Queued Calls**

Delay Announcements can optionally be used to inform a caller that his or her call has been placed in a queue. The delay announcement can be repeated at regular intervals until an idle station becomes available.

51. Make Busy Features:**a. Make Busy**

Make Busy can be used to temporarily make a particular station in a Hunt Group appear busy to incoming callers. Make Busy causes the hunt to skip over a station during the search for an idle station.

b. Group Make Busy

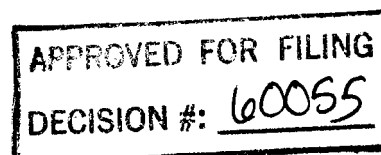
Make Busy can be used to temporarily make a group of stations or an entire Hunt Group appear busy to incoming callers. Make Busy causes the hunt to skip over a group of stations during the search for an idle station and is operated via a physical switch.

52. Queuing for Hunt Groups

Queuing may optionally be used when all stations in a Hunt Group are busy. When this occurs, a call is placed into a queue. The call remains in the queue until an idle station is located. Up to ten calls can be in queue for a Multiline Hunt Group. Queuing cannot be provided for Preferential Hunt Groups or Series Completion Groups.

53. Stop Hunt

Stop Hunt allows a station user to stop the normal hunting process at a predetermined point. Activating this feature at a particular station in a Hunt Group will cause the search for an idle line to stop there.



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NON-RECURRING CHARGES

SHEET NO.

1. Service Connections

2-3

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ORIGINAL

GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY
Arizona

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SERVICE CONNECTION CHARGES

A. GENERAL

1. The term "Service Connection Charge" is used to define the charges associated with work performed by the Telephone Company in connection with the provision of service for a customer.
2. Service connection charges are in addition to scheduled rates and any other charges applying under the tariffs. They apply in addition to special installation charges, or construction charges as are set forth in other sections of this tariff.
3. Service connection charges are non-recurring and non-refundable.
4. The charges do not include work related to the installation or repair of customer owned equipment or inside wiring.

B. SERVICE DESCRIPTIONS

1. Service Order Charge - Initial:

This charge includes the time and materials for the establishment of business office records and operator information records. Specifically, time involved in taking request, credit check, preparation and process of order, completing customer line card, completing customer information card and file folder, completing maintenance sheet, computer entries, as well as all work involved in modifying an existing record.

2. Service Order Charge - Subsequent:

Subsequent service order applies to the work performed on already established billing records to add or change service requested by the customer. This rate element does not apply to vertical service additions or changes to services such as Custom Calling Services.

3. Central Office Connect:

Central Office Connect applies to work performed by the Telephone Company to connect lines on the main distribution frame. This charge will apply whenever work is required in Central Office. This would include changing plant records and updating the switch. As well as time for frame wiring, testing, and routing of C.O.E., preparation or changes of associated records.

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BY: Lou E. Reilly, President

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GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY
Arizona

Section 6
First Revised Sheet 3
Cancels Original Sheet 3

SERVICE CONNECTION CHARGES

B. SERVICE DESCRIPTIONS (Continued)

4. Line Connection:

This charge is applicable when a customer's request requires work to be done on the circuit between the serving Central Office main distribution frame up to and including the Network Interface Device (NID) at the customer's premises. This charge applies for cable pair splicing at the Pedestal.

5. Reconnect for Non-Pay:

This charge is applicable when service has been disconnected for nonpayment and satisfactory arrangements were not made prior to the preparation of a disconnect, charges will be made applicable as to work needed to make the disconnect.

If service is disconnected for any reason and remains disconnected for six months or more, all applicable charges necessary to restore service will be made as if this was a request for new service.

6. NSF Return Charge:

This charge applies when any negotiable instrument presented for payment of service or deposit becomes dishonored, and is returned to the Telephone Company from the bank.

C. RATES

	<u>Rates</u>	
1. Service Order Charge	\$20.00	(N)
2. Subsequent Service Order	5 . 0 0	(N)
3. Central Office Connect	10.00	(N)
4. Line Connect	15.00	(I)
5. Reconnect for Non-Pay	15.00	(I)
6. NSF Return Charge	15.00	(I)

D. CONDITIONS

1. When business or residence service is established for a different customer and all of the facilities are reconnected in place without any change, only the applicable service connection charge(s) will apply to the entire service.

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GENERAL EXCHANGE TARIFF

Section 6

SOUTHWESTERN TELEPHONE COMPANY

Arizona

First Revised Sheet 4

Cancels Original Sheet 4

SERVICE CONNECTION CHARGES

ORIGINAL

D. CONDITIONS (Continued)

2. Service Connection Charges apply to residence or business premises for:
 - a. Establishing Service;
 - b. Reconnections or re-establishment of service;
 - c. Move of service from one premise to another;
 - d. Assumption of service with a change in responsibility or ownership;
 - e. Number change or grade of service change request by the customer.
3. Service Connection Charges DO NOT Apply:
 - a. When a change is made and initiated by the Company, for the convenience of the Company, such as a change in grade of service, change in customer's telephone number, etc.
 - b. When telephone service is re-established at a secondary location immediately following the rendering of a customer's primary location as unfit for occupancy, due to fire, flood, etc. At the option of the Company, a different telephone number may be used.
 - c. When establishing or changing Custom Calling Services and Advanced Calling Services. (T)
(T)

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BY: Paul E. Pederson, Vice-President

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ORIGINAL

GENERAL EXCHANGE TARIFF

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GENERAL EXCHANGE TARIFF

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SOUTHWESTERN TELEPHONE COMPANY
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GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY
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Section 7
First Revised Sheet 4
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SUSPENSION OF SERVICE

A. GENERAL

Suspension of Service is basic local exchange service temporarily suspended by request of the customer. This service is provided to customers whose requirements for telephone service are less than that which might normally be provided in any 12 month period.

B. RATES

1. Services can be temporarily suspended for a minimum of one (1) month and up to a maximum of six (6) months.
2. Non-recurring charges do not apply for reconnection of suspended service.
3. 911 /E911 services and any applicable surcharges will not be discounted.
4. The Federal Subscriber Line Charge will be discounted 50% per the National Exchange Carrier Association FCC Tariff No. 5, Section 4.5.5.

	Discounted Monthly Exchange Service Charge	
One-Party	\$4.50	(I)
Two-Party	3.47	(I)

C. CONDITIONS

1. Subject to facilities, suspension of service is available on one-party residence exchange service, one-party business exchange service, Key and PBX trunks and Centrex lines.
2. At least one month's full rate shall be paid for service prior to establishment of seasonal service.
3. The Company reserves the right to bill charges for the total number of suspended months requested prior to establishment of suspended service.
4. Suspension of service may begin and terminate on any day of the month, provided notice is given sufficiently in advance for arrangements to be made.
5. During the period when the customer is billed at the reduced rate, no installations, moves, changes or maintenance will be provided by the Company.

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ORIGINAL GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY
Arizona

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SUSPENSION OF SERVICE

C. CONDITIONS (Continued)

6. Outward and inward service is not disconnected during the period of suspension.
7. More than one suspension period will be allowed except that the total suspension time for suspended service shall not exceed six months in any one calendar year nor exceed six continuous months at any time regardless of the year.
8. Bills are rendered at the reduced rate at regular billing dates during the period of suspension.
9. The customer's listing will be retained in the directory.
10. The Company assumes no liability for failure of a calling party to reach the customer during the period of suspension.
11. There shall be a minimum of one month's period at full rate, without suspension privileges, before a new suspension period may start.
12. The Company reserves the right to refuse suspension of service in the case of a customer whose account is delinquent.
13. Subscribers to residence service, while temporarily absent from their residences, may be granted suspension service at the above rate for a period of not less than one month and not more than six months. The rate entitles the subscriber to the use of outgoing service during the period the vacation rate service is in effect.
14. Complete service will be restored without notice from the subscriber not later than **5PM** on the last day of the vacation rate period. The subscriber may request the vacation rate service restored in advanced of that date or request the vacation rate service extended beyond that date (to a maximum of six months) upon notification to the company sufficiently in advance to permit the necessary arrangements.

(N)

(N)

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SOUTHWESTERN TELEPHONE COMPANY
General Exchange Tariff - Arizona

ORIGINAL

INSIDE WIRE MAINTENANCE SERVICE

APPLICABILITY

Applicable to customer's requesting simple Inside Wiring Maintenance (IWM) on wire running between the demarcation point and the jack.

TERRITORY

Within the Salome and Quartsite exchange areas, as said areas are defined on maps filed as part of the tariff schedules.

RATES

		<u>Labor Charge</u>		
		<u>Schedule 1</u>	<u>Schedule 2</u>	<u>Schedule 3</u>
(1)	Simple Inside Wire Repair Service:			
a.	Initial premises work charge to dispatch employee, locate trouble, and complete repair:			
	First 15 minutes or fraction thereof	\$ 35.00	\$ 40.00	\$ 45.00
b.	Additional premises work to locate trouble and complete repair:			
	Each additional quarter hour or fraction thereof	15.00	15.00	15.00
		<u>Rate per Month</u>		
		<u>Business</u>	<u>Residence</u>	
(2)	Inside Wire Protection Plan	\$ 1.25	\$ 1.25	

Schedule 1 is applicable to work performed Monday through Friday, between 8:00 a.m. and 5:00 p.m., except holidays.

Schedule 2 is applicable to work performed Monday through Friday at hours other than Schedule 1 and all day Saturday, except holidays.

Schedule 3 is applicable to work performed on Sundays and holidays observed by the Utility.

The Utility may perform work on the customer's side of the local loop demarcation point at the customer's request and expense.

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SOUTHWESTERN TELEPHONE COMPANY
General Exchange Tariff - Arizona

ORIGINAL

INSIDE WIRE MAINTENANCE SERVICE

SPECIAL CONDITIONS

1. Simple inside wiring maintenance does not include repair of inside wiring which connects station components to each other or to common equipment of a PBX or key system.
2. Billable time includes travel, work preparation, actual work and cleanup. The above labor charge begins upon arrival at or on the customer's premises.
3. Charges for materials may be applicable in addition to the labor charges. The Utility provides a thirty-day warranty for repairs of simple inside wire.
4. Nonpayment of charges for IWM services are subject to disconnection of service.
5. Inside Wire Repair Plan:
 - a. Customers may subscribe to the monthly plan only at the time their simple inside wire is in working condition. Customers with nonstandard wire are not eligible for the plan.
 - b. The monthly plan does not include re-installation of inside wiring where the wiring was destroyed by fire, major flood, or similar catastrophes.
 - c. The customer must advise the Utility when the customer wishes to cancel the monthly plan.
 - d. Subscription to the monthly plan becomes effective with the installation due date of the service connection for new service or, with established service, five days after the customer requests participation.
 - e. Customers with the following types of Trunk Line services are not eligible to participate in the IWPP:
 - 1) Private Branch Exchange (PBX). These customers may be covered by a maintenance plan for business systems
 - 2) Lines terminating on Key telephone systems
 - 3) Telephone Answering Service Companies
 - 4) Reseller Service
 - 5) Data Access Line Service
 - 6) Private Line Services
 - 7) Special Access

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GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY
Arizona

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INSIDE WIRE MAINTENANCE SERVICE

SPECIAL CONDITIONS - Continued

ORIGINAL

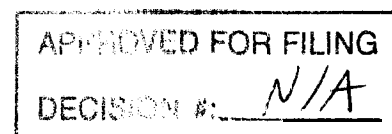
5. Inside Wire Repair Plan - Continued

- f. There will be no additional Inside Wire Protection Plan charge for Second Lines
- g. A seasonal discount will not apply to vacation or seasonal service customers subscribing to the Inside Wire Protection Plan.

(D)

(D)

- 6. Unless there are unforeseen or unavoidable occurrences beyond the Utility's control, the Utility personnel will be dispatched no later than four hours from the scheduled arrival time.
- 7. When the Utility is requested to visit a customer's premises to repair their inside wire, and there is a 'no show' or the customer refuses to allow the Utility access to their premises, the customer may be subject to a minimum 3/4-hour labor charge.
- 8. The Utility will repair simple inside wire. However, if the inside wire is nonstandard wire and the repair requires replacement of such nonstandard wire, the Utility may perform repairs and advise the customer that the nonstandard wire must be replaced.
- 9. The Utility reserves the right not to repair or replace simple inside wire that is in nonworking condition due to obvious neglect or willful misuse.
- 10. Connection of wiring and terminal equipment to the telephone network may be made through a jack conforming to FCC Part 68, Subpart F or by direct attachment to simple inside wire beyond the local loop demarcation point.



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BY: Michael A. LeaVesseur, President

ORIGINAL

GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY
Arizona

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ALARM CIRCUITS

A. GENERAL

1. Group alerting and dispatching telephone service is available to volunteer fire departments, military bases, airports, industrial plants, and other organizations who have a requirement for making simultaneous emergency calls to a fixed group of groups of exchange telephones.
2. The service is furnished only in dial central office areas. The equipment is designed for calling individual line services.
3. The subscriber releases, indemnifies and holds harmless the telephone company from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made instituted or asserted by the subscriber or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the subscriber or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of equipment or facilities associated with this service.

B. RATES

	<u>Monthly Rate</u>
1. Local Channel Mileage First $\frac{1}{4}$ Mile	\$8.35
2. Local Channel Mileage Additional $\frac{1}{4}$ Mile	\$2.10

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GENERAL EXCHANGE TARIFF

Section 8

SOUTHWESTERN TELEPHONE COMPANY

Sixth Revised Sheet 1

Arizona

Cancels Fifth Revised Sheet 1

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Second Revised Sheet 2

Arizona

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OPTIONAL SERVICES

ORIGINAL

CUSTOM CALLING SERVICESA. General

Custom Calling Services are optional services offered in addition to regular exchange service to those customers served by central offices arranged to provide such services. The number of Custom Calling Services available depends upon the exchange central office providing the service and is subject to the availability of its facilities.

B. Service Descriptions

1. Call Forwarding

This service redirects incoming calls to another telephone number. The customer can activate this service by dialing a code and entering the number to which calls should be forwarded. When activated, all calls that are forwarded when the line is idle cause a short ring on the forwarded line as a reminder that the service is active. To deactivate Call Forward, a customer must dial a special access code. All calls forwarded are subject to transmission limitations and all applicable local and long distance charges.

This service is available on a flat monthly rate and a pay-per-use basis. Pay-per-use Call Forwarding will have a per activation rate and a monthly price cap. After the monthly price cap has been reached, each activation thereafter will be at no charge.

2. Call Forward-Busy (Customer Programmable)

This service routes incoming calls to another telephone number when the customer's dedicated number is busy. The customer can activate this service by dialing a code and entering the number to which calls should be forwarded. To deactivate Call Forward - Busy, a customer must dial a special access code. All calls forwarded with this service are subject to transmission limitations and all applicable local and long distance charges.

3. Call Forward-No Answer (Customer Programmable)

This service redirects incoming calls not answered after a predetermined number of rings to another telephone number. The number of rings is determined and set by the Company unless otherwise specified by the customer. The customer can activate this service by dialing a code and entering the number to which calls should be forwarded. To deactivate Call Forward - No Answer, a customer must dial a special access code. All calls forwarded are subject to transmission limitations and all applicable local and long distance charges.

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GENERAL EXCHANGE TARIFF

Section 8

SOUTHWESTERN TELEPHONE COMPANY
Arizona

Second Revised Sheet 3
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OPTIONAL SERVICES

2000 DEC 28 P 12:24

CUSTOM CALLING SERVICES (Continued)

B. Service Descriptions (Continued)

ORIGINAL

THE SOUTHWESTERN TELEPHONE COMPANY
DOCUMENT CONTROL

4. Call Hold

(T)

This service allows a customer to place a current caller on hold, which frees the line so the customer can initiate another call. To activate Call Hold, the customer depresses the switchhook to receive a dial tone and then dials a specific code. Only one call per access line can be placed on hold at a time. The held call cannot be added to another call, however, the customer can toggle between each call.

5. 3-Way Calling

(M) (T)

This service allows a customer to add a third party to an existing telephone call. To add a third party, the customer depresses the switchhook once to place the current party on hold, receives a dial tone, dials the third party's number, and then depresses the switchhook again to establish the three-way connection. All 3-way calls are subject to transmission limitations and all applicable local and long distance charges.

(M)

This service is available on a flat monthly rate and a pay-per-use basis. Pay-per-use 3-Way Calling will have a per activation rate and a monthly price cap. After the monthly price cap has been reached, each activation thereafter will be at no charge.

(N)

6. Call Transfer

This service allows the customer to hold and transfer incoming, out-going and intragroup calls. If the customer has established a three way call, this service will allow the customer to hang up while the other two parties remain connected. Any applicable long distance charges will apply for the duration of the call, even if the customer drops off the call.

(N)

(M)-Material previously appeared on Sheet 2 of this Section.

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SOUTHWESTERN TELEPHONE COMPANY
Arizona

First Revised Sheet 3.1
Cancels Original Sheet 3.1

OPTIONAL SERVICES**CUSTOM CALLING SERVICES** (Continued)**ORIGINAL****B. Service Descriptions** (Continued)

7. Call Waiting/Cancel Call Waiting

(M) (T)

This service alerts a customer who is on the phone that another local or long distance caller wants to get through the line. The customer will receive a tone signal to indicate another incoming call and the caller will receive the usual ringing tone. To place the first call on hold and answer the incoming call, the customer depresses the switchhook once. The customer can then toggle between both calls by depressing the switchhook. If the customer hangs up when a call is still on hold, the customer's line will automatically ring back.

Cancel Call Waiting allows a Call Waiting customer to deactivate the Call Waiting service by dialing a code. When this service is activated, the customer will not be interrupted by the Call Waiting tone and the incoming caller will receive a busy signal. Call Waiting will remain disabled for the rest of the call, but will be automatically restored upon call termination.

(M)

8. Home Intercom-Basic

(N)

This service allows customers to redial their own directory number in order to talk to another party at a different extension. To activate this service, customers redial their own directory number and then hang-up. After a short interval, the phone will ring back. Once both parties pick-up the phone, they will be able to have a two-way conversation. This service is also known as Revertive Ringing.

9. Warm Line

This service allows a call to be automatically placed to a pre-assigned number determined by the customer. The call will be placed once the customer's phone has been off-hook for a predetermined time-out period. The time-out period may be set at 1 to 14 seconds. During the time-out period the customer will receive a normal dial tone and can originate calls. Once the time-out period has expired, a call is automatically placed to the pre-assigned number as programmed by the Company.

10. Hotline

This service allows a call to be automatically placed to a pre-assigned number determined by the customer as soon as the customer's phone goes off-hook. The Company will program the pre-assigned number for the customer.

(M)

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Original Sheet 3.2

Arizona

OPTIONAL SERVICES

CUSTOM CALLING SERVICES (Continued)

ORIGINAL

B. Service Descriptions (Continued)

11. Speed Call 8

(M) (T)

This service allows the customer to keep a list of eight specified telephone numbers which can be dialed by using a one-digit (2 through 9) access code.

12. Speed Call 30

(T)

This service allows the customer to keep a list of 30 specified telephone numbers which can be dialed by using a two-digit (20 through 49) access code.

(M)

13. Do-Not-Disturb

(N)

This service prevents incoming calls from ringing at the customer's premises. Callers will reach a recording which states that the number they have dialed is not accepting calls at this time and to try again later. A personal identification number (PIN) is available to allow selected callers the ability to override this service in order to reach the customer.

14. Call Reminder

This service allows a customer to program a time at which a reminder call is desired. At the programmed time, the customer will receive a call placed by the Central Office Equipment. When the call is answered, the customer will hear a tone or a Company recorded announcement.

(J)

15. Toll Restriction

(M1) (T)

This service enables customers to restrict all or a combination of 0+ and 1+ toll calls from being placed over their exchange lines/trunks. When a restricted call is attempted from a line/trunk equipped with this service, a dial tone or Company recorded announcement will be heard by the caller.

(M1)

(M)-Material previously appeared on Sheet 2 of this Section.

(M1)-Material previously appeared on Sheet 3 of this Section.

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EFFECTIVE: January 13, 2001

BY: Paul E. Pederson, Vice-President

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APPROVED FOR FILING

SOUTHWESTERN TELEPHONE COMPANY
Arizona

Original Sheet 3.3

OPTIONAL SERVICES

CUSTOM CALLING SERVICES (Continued)

ORIGINAL

C. Limitations

1. Custom Calling Services require special central office equipment and will be provided only where facilities are available.
2. Custom Calling Services are only available on single-line party service.
3. Custom Calling Services will not be provided in connection with Paystation Service (except for the business line extension), Private Branch Exchange Trunk Line Service, or Centrex Service.

D. Rates and Discounts

1. Rates

The following monthly rates apply to Custom Calling Services and are in addition to basic local exchange service and any other service, equipment or facilities subscribed to by the customer.

<u>One Service Per Line:</u>	<u>Rate Per Month</u>	<u>Trans Code</u>	<u>Activate Code</u>	<u>Deactivate Code</u>	
a. Call Forwarding	\$4.00	CCCF	*72	*73	
b. Call Forward-Busy	4.00	CCFBV	*90	*91	(N)
			(*40 to change forward to #)		
c. Call Forward-No Answer	4.00	CCFNV	*92	*93	(N)
			(*42 to change forward to #)		
d. Call Hold	3.00	CCCH	*52	N/A	
e. 3-Way Calling	4.00	c c c c	N/A	N/A	
f. Call Transfer	2.00	CCCT	N/A	N/A	(N)
g. Call Waiting/Cancel Call Waiting	4.00	c w c c w	N/AI*70	N/A	
h. Home Intercom-Basic	1.50	CCHI	N/A	N/A	(N)
i. Warm Line	2.00	CCWL	N/A	N/A	
j. Hotline	2.00	CCHT	N/A	N/A	(N)
k. Speed Call 8	2.25	CCSE	*74	N/A	
l. Speed Call 30	4.75	CCST	*75	N/A	
m. Do-Not-Disturb	2.00	CCDD	*78	*79	(N)
			(*48 for Override)		
n. Call Reminder	2.00	CCCR	*76	*77	(N)
o. Toll Restriction	5.00	CCTR	N/A	N/A	() ()

(M)-Material previously appeared on Sheet 3 of this Section.

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GENERAL EXCHANGE TARIFF

Section 8

SOUTHWESTERN TELEPHONE COMPANY

Original Sheet 3.4

Arizona

OPTIONAL SERVICES

CUSTOM CALLING SERVICES (Continued)

ORIGINAL

D. Rates and Discounts (Continued)

2. Multi-Service Discount Plan, Per Line

Per Service Credit

- a) Two Services
- b) Three Services
- c) Four Services
- d) Five Services
- e) Six Services
- f) Seven Services
- g) Eight Services
- h) Nine Services
- i) Ten Services

Credit Per
Month

\$(1.00)
(1.50)
(2.50)
(3.00)
(3.75)
(5.25)
(6.00)
(6.75)
(7.50)

Trans
Code

CFD2
CFD3
CFD4
CFD5
CFD6
CFD7
CFD8
CFD9
CFD1

(N)
(M)
(N)

(N) (I)

3. Pay-Per-Use Rates

- a. Three-Way Calling
- b. Call Forwarding

Per Successful
Activation

\$0.75
0.75

Monthly
Cap

\$8.25
8.25

(N)

(N)

(M)-Material previously appeared on Sheet 3.1 of this Section.

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ADMINISTRATIVELY
APPROVED FOR FILING

DIRECTORY LISTINGS
DIRECTORY LISTINGS

A. General

The following rates are applicable to the alphabetic section of the Telephone Directory, for business or residence customers.

B. Rates

Monthly Rates

1.	Additional or alternate listings, per listing	1.25	(I)
	Reference to service - Same Subscriber	1.25	(I)
	Reference to service - Other Subscriber	1.50	(I)
2.	Non-listed service, per listing	1.50	(N)
3.	Non-published service, per listing	1.50	(N)
4.	Foreign Exchange or non-subscriber service, per listing (See Condition 4)	2.30	(N)
	Additional Lines	2.30	(N)

C. Conditions

1. A Primary listing, which may include the name, address and telephone number of the individual, organization, firm or corporation for whom the service has been contracted, will be furnished at no charge.
 - a. Listings will be limited to such information as is necessary for proper identification.
 - b. The length of a listing may be limited by the use of abbreviations where the clarity of the listing and the identification of the customer will not be impaired.
 - c. The Company may refuse to insert any listing, which in its judgement does not facilitate the use of the directory.
2. An additional listing may include the same address and telephone number as the primary listing, except that a different address may be shown for off-premises stations located on other premises occupied solely by the customer.
 - a. Additional listings may be furnished with business or residence service for persons who occupy the same premises at the rates shown above.

ISSUED: April 2, 1998

BY: Lou E. Reilly, President

APPROVED FOR FILING

DECISION #: N/AEFFECTIVE: 5-1-98

DIRECTORY LISTINGS

DIRECTORY LISTINGS (Continued)

C. Conditions (Continued)

3. Reference to Service -
 - a. Same Subscriber, is an additional listing that directs the reader to another source of information in the telephone directory that relates and is the responsibility of the directory listing subscriber. The source of information may include a personal name, company name or advertisement.
 - b.. Other Subscriber, is an additional listing that directs the reader to another source of information in the telephone directory or is the responsibility of another subscriber. The source of information may include a personal name, company name, or advertisement. All applications for Reference to the Service of Other Subscriber shall be signed by both subscribers who are parties to the arrangement or by their authorized agent.
4. An alternate call listing refers a calling party to certain other telephone numbers after business hours or on Sundays or holidays or if there is no answer on the first listed number.
 - a. Where the alternate call number is to be that of another customer, the listing will be furnished only with written approval of the other customer.
5. A foreign or non-subscriber listing may be furnished to customers requesting that their listing be included in a directory of an exchange other than that from which service is rendered. The rate for a foreign company listing will be the rate of the company in whose directory the listing appears.
 - a. Bold type foreign listings appearing in the serving company's directories will be billed in accordance with the directory company's rates for "bold type listings".
6. Non-listed service is the omission of a customer's listing from the telephone directory only. It may be obtained from the information operator.
7. Non-published service is the omission of a customer's listing from both the telephone directory and information records.
 - a. When non-publish service is to be furnished, the customer will hold the Company harmless from any damages which might arise, and will absolve the Company from any responsibility for the failure of the customer to receive calls because of the non-published listings.
 - b. The rate for a non-publish service is specified in B. above.
 - c. No charge will apply to non-published numbers for customers having other listed services.
8. The charge for additional, alternate, non-listed or non-published listings begin on the day the information records are posted.
9. The length of contract period for directory listings, where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is distributed to the customers to the day the succeeding directory is distributed to the customers. Unless the listings no longer serves the customer because of disconnection, removal, etc., of the service, the minimum contract period will be for at least 30 days.

ISSUED: April 2, 1998

BY: Lou E. Reilly, President

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(T)

(T)

GENERAL EXCHANGE TARIFF

Section 8

SOUTHWESTERN TELEPHONE COMPANY
Arizona

Second Revised Sheet 6
Cancels First Revised Sheet 6

NATIONAL DIRECTORY ASSISTANCE

ORIGINAL

A. General

National Directory Assistance Service gives customers access to telephone numbers of individuals or businesses who are located throughout the United States by dialing a single number. This service is in addition to the current Local Directory Assistance Service and will be accessed by dialing 4-I-I.

B. Regulations

1. No call allowances or exemptions are available for customers when they use this service.
2. If a customer dials the number for National Directory Assistance and requests a listing within their local Directory Assistance service area, the charge listed in Paragraph C applies.
3. A maximum of two requested telephone numbers is allowed per call.
4. This service is not available from paystations.
5. Call Completion is not offered with this service.

C. Rates

The following rates apply for National Directory Assistance Service.

	Rate
1. Direct dialed call, Per Call	\$0.65

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EFFECTIVE: February 3, 2000

BY: Paul E. Pederson, Vice-President

(N)

(N)

ORIGINAL

GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY
Arizona

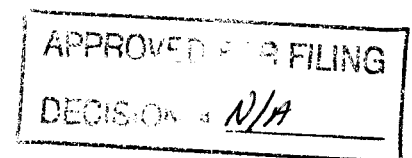
Section 8
First Revised Sheet 7
Cancels Original Sheet 7

DIRECTORY LISTINGS

Reserved for Future Use

(D)

(D)



ISSUED: April 2 1998

EFFECTIVE: 5-1-98

BY: Lou E. Reilly, President

SOUTHWESTERN TELEPHONE COMPANY
Arizona**SWITCHED 56 DIGITAL SERVICE****ORIGINAL****A. GENERAL**

Switched 56 Digital Service (Switched 56) is a digital access line that provides customers with circuit switched digital transmission at 56 Kbps. Switched 56 is designed for digital data applications with a full duplex, digital, synchronous 56 Kbps data transmission rate. This service allows customers to originate and complete switched digital 56 Kbps calls by dialing the telephone number of a Switched 56, ISDN or other compatible data access line.

B. REGULATIONS

1. Switched 56 is subject to the availability of central office equipment and appropriate outside plant facilities.
2. The Company is under no obligation to provide Switched 56 at a distance from the central office that exceeds the technical limitations of the service.
3. The customer must provide a compatible Channel Service Unit/Data Service Unit (CSU/DSU) with digital capability or a compatible Data Unit (DU) in addition to the inside wire required to connect to the Company.
4. Outgoing calls may be placed to Switched 56 capable access lines served from the same switch, other equipped intraLATA serving wire centers, or over an Interexchange Carrier network to interLATA and international destinations.
5. This service is not provided in conjunction with Payphone or Centrex services.
6. Switched 56 does not support the following services:
 - a) Analog Data Services or Subrates
 - b) 411, 611, 811, 900, 976 or 0+
 - c) 900 and 976 Blocking
 - d) Custom Calling Features
7. The Company makes no guarantee that any transmission speed or bit error rate will be achieved on any given call.
8. Switched 56 is offered on a touch-tone signaling basis only.
9. Unless specifically exempted, Switched 56 is subject to all general regulations applicable to the provision of service by the Company as stated in the general tariff.

APPROVED FOR FILING DECISION #: 60294

ISSUED: June 6, 1997

EFFECTIVE: July 6, 1997

BY: Michael A. LeaVesseur, President

GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY
Arizona

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Original Sheet 9

SWITCHED 56 DIGITAL SERVICE

ORIGINAL

B. REGULATIONS (Continued)

10. Until such time as the FCC adopts rules and regulations for the service under Part 68 of the Rules and Regulations, customer premises equipment associated with Switched 56 is subject to the limitations specified in the Bell Communications Research, Inc., Technical Reference, Circuit Switched Digital Capability Network Access Interface Specifications TR-NPL-000457. This Technical Reference and any subsequent changes are available from:

Bell Communications Research, Inc.
Information Operations Center
600 New England Avenue
Piscataway, NJ 09854

11. As a result of any interface or technical changes required of the Company due to the possible future adoption of FCC rules under Part 68, the Company shall not be responsible if changes in any of the equipment, operations or procedures of the Company utilized in the provision of Switched 56 service render any customer premises equipment provided by a customer obsolete or require modification or alteration of such equipment or systems or otherwise affect its use or performance.

C. RATES AND CHARGES

The following rates and charges are for each Switched 56 equipped access line.

	Rate
1. Switched 56 access line	\$35.00 per month
2. Usage Charges	
a) First 1,800 minutes per month	Included with access line rate
b) > 1,800 minutes per month	\$0.02 per minute
3. installation Charges	
a) First Switched 56 equipped access line	\$150.00
b) Second and subsequent Switched 56 equipped access line to the same location	\$75.00
c) No other non-recurring charges apply to this service.	

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BY: Michael A. LeaVesseur, President

ADVANCED CALLING SERVICES

ORIGINAL

A. General

Advanced Calling Services (ACS) are optional services, offered in addition to regular exchange service, which allow customers to efficiently manage the call flow generated over their Exchange Access Line (s). Customers will be able to screen, redirect, or return selected calls. These services offer subscribers convenience, time savings, and a greater degree of control over the use of their telephones. Advanced Calling Services are available to residence and business customers where facilities are available. Individual feature availability may differ by exchange.

B. Service Descriptions

1. Anonymous Call Rejection

This service enables a subscriber to reject incoming calls from which a privacy indicator is received. The service is activated by dialing a unique code. When the service is active, the Telephone Company ("Company") will not complete calls to its customer when the calling party has activated Caller ID blocking services. Such calls will be routed to a Company recorded announcement.

2. Call Rejection

This service enables a subscriber to reject up to a maximum of fifteen (15) preselected incoming telephone numbers from which he/she does not wish to receive calls. To select a telephone number, the subscriber dials a unique code and then constructs or modifies a telephone number screening list. To add an unknown telephone number to the list, a subscriber can activate a code immediately after receiving an unwanted incoming call. The Company's equipment will screen incoming calls against the subscriber's list and reject those on the list. Callers whose numbers are rejected are directed to a Company recorded announcement. If facilities are unavailable to provide incoming call screening via the subscriber's list, standard call completion will occur.

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BY: Paul E. Pederson, Vice-President

ADVANCED CALLING SERVICES

B. Service Descriptions (Continued)

ORIGINAL

3. Call Return

This service enables the subscriber to automatically redial the telephone number of the most recent incoming call. The Company's equipment will make repeated attempts to establish the call for approximately a thirty (30) minute period, beginning with the subscriber's activation of Call Return if the most recent incoming call is busy. If the most recent incoming call is blocked, the subscriber will get a Company recorded announcement indicating the number is a private number and the call can not be returned. The service cannot be activated for calls originating from a line that is forwarded or from a line not associated with a telephone number, e.g., multiline hunting groups.

4. Preferred Call Forwarding

This service enables the subscriber to forward up to a maximum of fifteen (15) preselected incoming telephone numbers to another telephone number. To forward a telephone number, the subscriber dials an activation code and then constructs or modifies a telephone number screening list. The Company's equipment will screen incoming calls against the subscriber's list and forward only those telephone numbers on the list. Calls forwarded by this service are subject to all applicable local and long distance charges. These calls are also subject to transmission limitations.

5. Priority Ringing

This service allows the subscriber to provide up to a maximum of fifteen (15) preselected incoming telephone numbers with a distinctive alerting signal or ring (or a distinctive Call Waiting tone if the subscriber has subscribed to Call Waiting), when the subscriber receives the calls from them. To program a telephone number, the subscriber dials a unique code and then constructs or modifies a telephone number screening list. The Company's equipment will screen incoming calls against the subscriber's list and provide the Priority Ringing service for the preselected telephone numbers on the subscriber's list.

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ADVANCED CALLING SERVICES

B. Service Descriptions (Continued)

ORIGINAL

6. Repeat Dialing

This service enables the subscriber to automatically redial the last outgoing telephone number dialed from that line. When the recalled telephone number is busy, the Company's equipment will make repeated attempts to establish the call for approximately a thirty (30) minute period, beginning with the subscriber's activation.

7. Special Call Acceptance

This service enables a subscriber to allow up to a maximum of fifteen (15) preselected incoming telephone numbers to be accepted. To select a telephone number to be accepted, the subscriber dials a unique code and then constructs or modifies a telephone number screening list. The Company's equipment will screen incoming calls against the subscriber's list and allow only those calls to be completed. Calls from all other numbers will be routed to a Company recorded announcement.

8. Caller ID

Caller ID-Basic (Number only) and Caller ID-Deluxe (Name and Number) are the available services.

a. Caller ID-Basic

This service utilizes specific network capabilities to transmit and display the number associated with an incoming call to the called party's access line. The number of the incoming call is transmitted during the silent interval between the first and second ring of the called party's line. Caller ID subscribers must provide, and connect, their own compatible premises equipment in order to process and display the number transmission. The Company will forward all telephone numbers where technically feasible.

If a calling party has activated blocking, the number will not be transmitted to the display equipment of a Caller ID subscriber. Instead, the Caller ID subscriber will receive a privacy indicator. This privacy indicator notifies the Caller ID subscriber that the calling party chose to block number delivery.

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ADVANCED CALLING SERVICES

B. Service Descriptions (Continued)

8. Caller ID (Continued)

b. Caller ID-Deluxe

ORIGINAL

This service utilizes specific network capabilities, where technically feasible, to transmit the Name and Number associated with an incoming call to the called party's access line. The name and number of the incoming call is transmitted during the silent interval between the first and second ring of the called party's line. Caller ID-Deluxe subscribers must provide, and connect, their own compatible premises equipment in order to process the name and number transmission. The Company will forward all telephone numbers and names where technically feasible.

If a calling party has activated blocking, the name and number will not be transmitted to the display equipment of a Caller ID-Deluxe subscriber. Instead, the Caller ID-Deluxe subscriber will receive a privacy indicator. This privacy indicator notifies the Caller ID-Deluxe subscriber that the calling party chose to block name and number delivery.

9. Caller ID Blocking

Caller ID Blocking allows the caller to prevent the delivery of his/her calling data to a Caller ID subscriber on a per call basis (Caller ID Blocking-Per Call) or per line basis (Caller ID Blocking-Per Line).

a. Caller ID Blocking-Per Call

This service will block the delivery of the caller's data to a Caller ID subscriber for one call only and may be activated from all single party access lines by dialing *67 (1167 from a rotary phone) prior to placing the call. Caller ID Blocking-per call is provided to all customers at no charge.

Per call blocking will be provided on calls originating from payphone service provider lines.

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ADVANCED CALLING SERVICES

B. Service Descriptions (Continued)

ORIGINAL

9. Caller ID Blocking (Continued)b. Caller ID Blocking-Per Line

This service will automatically block the delivery of the caller's data to a Caller ID subscriber on all calls and will be made available or offered, at no charge, to all customers including law enforcement agencies and domestic violence programs. Per line blocking can be deactivated by dialing *82 (1182 from a rotary phone) prior to placing the call.

10. Call Trace

This service enables the customer to initiate a trace of the last incoming call completed by dialing an activation code immediately after terminating the call. A Call Trace is considered successful when the Company's equipment is able to record the incoming call detail (not the conversation). Incoming call detail includes: The calling number, the time the trace was activated, and in some locations, the time the traced call was received. The results of the trace are never provided to the customer directly. Call Trace information will only be given to appropriate law enforcement agencies. For further action to be taken, the customer is required to contact the Telephone Company Business Office during normal business hours, which will refer the customer to appropriate law enforcement agencies, or contact the law enforcement agency directly. Call Trace detail will be retained by the company and made available to the local law enforcement for ten business days after the trace has been initiated.

Call Trace may not capture incoming telephone numbers marked "private" or "out of area".

Only calls from locations with compatible signaling services are traceable using Call Trace.

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ADVANCED CALLING SERVICES

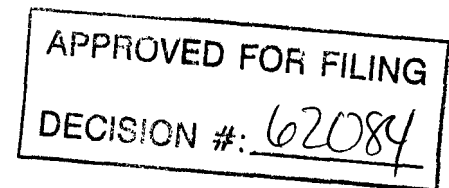
C. Special Conditions and Limitations

ORIGINAL

1. Special Conditions for Caller ID:

a. An originating caller's data may not be displayed to the called party under the following conditions:

- The caller's data will not be displayed if the called party is off-hook. The called party must be on-hook to receive the caller's data. If the customer subscribes to both Call Waiting and Caller ID, and is on an existing call, the second incoming call information will not be displayed. Instead, the called party will receive the usual Call Waiting tone.
- The caller's data will not be displayed if the called party answers the incoming call during the first ring interval.
- Caller ID services cannot be provided with any distinctive ringing lines having a maximum silent interval duration that is not long enough to allow transmission of the date message.
- identification of names, specific stations or extensions served by a PBX or Key System is not possible. The main directory number or name and number (if available) of the PBX or Key System will be displayed.
- Caller ID services cannot be provided if the calling party is from a multi-party line. The called party will receive an "Unavailable" display.
- The caller's data will be unavailable if it is from another office that is not linked by appropriate facilities with the called party's office.
- The calling party has activated blocking.
- Caller ID services do not display a directory number or name and number (if available) for operator assisted calls, calls marked private by the originator or calls originating from pay and party line stations.



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GENERAL EXCHANGE TARIFF

SOUTHWESTERN TELEPHONE COMPANY
Arizona

Section 8
Original Sheet 16

ADVANCED CALLING SERVICES

C. Special Conditions for Caller ID (Continued)

ORIGINAL

1. Special Conditions for Caller ID (Continued)

b. The following special conditions apply to Caller ID services based on the FCC Caller ID Order effective 12/1/95:

- If a customer dials a "1-800" or other Automatic Number Identification (ANI) Service number, the telephone number that they are calling from will be revealed to the called party through ANI technology. Even if the customer has per line blocking or has activated per call blocking, the 800 number party has the right to obtain this information through ANI.
- ANI information may not be reused or resold for other purposes without a caller's consent, even where the called party has paid for the call.
- Caller ID services are available on all long distance calls where technically feasible.
- All calling data will be displayed to E911 through ANI technology, even if the customer has per line blocking or has activated per call blocking.
- All calling data will be passed, even for customers who do not subscribe to Caller ID.
- Per Call Blocking will be available to all customers. (The FCC Order overrules all state PUC/PSC decisions on Per Call blocking.)

2. Limitations of Advanced Calling Services:

The management of these services is possible only:

- Where the calling party's data can be forwarded from the central office originating the call to the terminating central office serving the called party;
- When both the originating customer and the call terminating customer are served from the same central office;
- When both the call originating customer and the call terminating customer are served from different central offices equipped for ACS and are linked by appropriate facilities;

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ADVANCED CALLING SERVICES

ORIGINAL

C. Special Conditions and Limitations (Continued)

2. Limitations of Advanced Calling Services: (Continued)

The management of these services is possible only: (Continued)

- If offering Caller ID-Deluxe, the Calling Name will be displayed only where appropriate facilities are available to provide a match of Calling Name to Calling Number.

The Company shall not be liable for any loss or damages arising out of error, interruptions, defects, failures, or malfunctions of ACS Services or equipment. Such damages of services after the Company has been notified, and has had reasonable time for repair, shall in no event exceed an amount equivalent to the rates charged for the service affected from the time the customer gives notice until service is restored.

It shall be the responsibility of the Customer to provide customer premise equipment (CPE) compatible with ACS.

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GENERAL EXCHANGE TARIFF

Section 8

SOUTHWESTERN TELEPHONE COMPANY

Original Sheet 18

Arizona

ADVANCED CALLING SERVICES

D. Rates, Discounts, and Non-Recurring Charges

ORIGINAL

1. Rates

- a. The monthly rates, credits and any non-recurring charges are in addition to basic local exchange service or any other services subscribed to by the customer.
- b. Activation and Deactivation codes listed below apply to touchtone telephones. (Rotary phone use the codes prefaced by a 11. For example, Call Return would be 1169.)
- c. The below rates apply to both residential and business customers.

<u>One Service Per Line</u>	<u>Rate Per Month</u>	<u>Trans Code</u>	<u>Activation Code</u>	<u>Deactivation Code</u>
1) Anonymous Call Rejection	\$3.00	ACSAC	*77	*87
2) Call Rejection	\$3.00	ACSRJ	*60	N/A
3) Call Return	\$3.00	ACSRT	*69	*89
4) Preferred Call Forwarding	\$3.00	ACSPF	*63	N/A
5) Priority Ringing	\$3.00	ACSPR	*61	N/A
6) Repeat Dialing	\$3.00	ACSRP	*66	*86
7) Special Call Acceptance	\$3.00	ACSSC	*64	N/A
8) Caller ID				
a. Caller ID-Basic	\$5.50	ACSID	N/A	N/A
b. Caller ID-Deluxe	\$7.50	ACSUD	N/A	N/A
9) Caller ID Blocking				
a. Per Call Blocking	No Charge		*67	
b. Per Line Blocking	No Charge	BLOCL		*82
10) Call Trace (Per Month)	\$6.00	ACSN	*57	N/A

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BY: Paul E. Pederson, Vice-President

OPTIONAL SERVICES

DEDICATED DS1 SERVICE

(N)

A General

Dedicated DS1 Service is a point-to-point intraexchange service that provides for simultaneous two-way transmission at 1.544 Megabits per second (Mbps). This service only transmits digital signals and uses only digital transmission facilities. Dedicated DS1 service and its features are offered subject to the availability of central office equipment and appropriate outside plant facilities. This service is specifically designed for customers that require dedicated DS1 facilities from a TDS TELECOM Central Office to their location.

B. Definitions

Clear Channel Capability - An optional feature of DTS that allows a customer to transport 1 536 Mbps on a 1 544 Mbps line with no constraint on quantity or bit sequence.

DS1 - Digital facility that is equivalent to 24 DS0s. Total transmission speed is 1.544 Mbps.

Digital Local Channel - A transmission path for Dedicated DS1 Service furnished from the Central Office to the demarcation point on the customer's premises.

C. Regulations

1. Dedicated DS1 Service is available for a minimum service period of one month.
2. Dedicated DS1 Service is available on a month-to month basis or under variable rate periods, with rates based on lengths of 12 months, 36 months and 60 months.
3. Rates for Dedicated DS1 under contract will not be increased by Company initiative until the contract period expires. Rates in effect at the time the service is installed will be applicable until the contract expires. Upon expiration of the customer's current payment period option, the customer may select a new payment period option at current rates or revert to current rates on a month-to-month basis.
4. For channelization of Dedicated DS1 Service, please see Digital Transport Service in this Section.

(N)

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OPTIONAL SERVICES

DEDICATED DS1 SERVICE (Continued)C. Regulations (Continued)

5. If the service is canceled by the customer prior to the completion of the service period, the customer will be obligated to pay a termination charge. The applicable termination charge will be equal to the number of months remaining in the contract times the monthly rate provided under the contract. Termination charges will not apply, however, if the customer replaces the service with comparable service and a contract length that is equal to or greater than the original contract period.
6. The rates listed in Paragraph D., following, assume the provision of a digital quality facility that uses existing exchange cable facilities compatible with this service. If such equipment, new facilities or changes to existing facilities are required for the provision of this service, a special construction charge based on the cost incurred to make the changes will apply in addition to the rates for Dedicated DS1 Service.
7. The two types of non-recurring charges associated with Dedicated DS1 Service include a Design Order Charge and an Installation Charge. The Design Order Charge applies once per order while the Installation Charge will apply for each Digital Local Channel installed.
8. The Installation Charge and Design Order Charge will not apply for the establishment of Dedicated DS1 Service when the customer signs an agreement to subscribe to the service for a minimum of 3 years. If the customer discontinues service prior to the conclusion of the 3 year agreement, the customer will incur a disconnection charge equal to the Design Order Charge and applicable Installation Charges. The disconnection charge will not apply if the customer purchases other services from the Company which replace Dedicated DS1 Service.

(N)

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SOUTHWESTERN TELEPHONE COMPANY

Arizona

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Original Sheet 22

OPTIONAL SERVICES

DEDICATED DS1 SERVICE (Continued)

(N)

D Rates and Charges

The following rates apply on a per customer basis, regardless of the number of terminating locations.

1 Recurring Rates

	Monthly Rate	Trans <u>Code</u>
a) <u>Month to Month</u>		
1 Channel	\$230.00	T1MM1
2 Channels	200.00	T1MM2
3+ Channels	200.00	T1MM3
b) <u>12 Months</u>		
1 Channel	210.00	T1L11
2 Channels	180.00	T1L12
3+ Channels	160.00	T1L13
c) <u>36 Months</u>		
1 Channel	190.00	T1 L31
2 Channels	160.00	T1 L32
3+ Channels	140.00	T1 L33
d) <u>60 Months</u>		
1 Channel	180.00	T1L51
2 Channels	150.00	T1 L52
3+ Channels	135.00	T1 L53

2. Non-recurring Charges

	Non-recurring <u>Charge</u>	Trans <u>Code</u>
a) Design Order Charge, Per Order	\$700.00	T1 DOC
b) Installation Charge, First Channel	650.00	TIC1
c) Installation Charge, Second and Additional Channels, per common end	500.00	T1C2A
d) Clear Channel Capability	350.00	T1CCC

(N)

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OPTIONAL SERVICESDIGITAL TRANSPORT SERVICEA General

Digital Transport Service (DTS) provides customers with a cost effective option to deliver voice grade service from the serving Central Office to a customer's premises. DTS is only provided with a DS1 Channel (1.544 Mbps) as provisioned in the Local Private Line tariff. DTS supports Direct Inward Dialing (DID) Service, Dedicated 800 Service, and Local Exchange Business Trunks. The primary users of this service include Internet Service Providers and owners of PBX Systems.

B. Definitions

DSO - One voice grade circuit. This circuit generally has a 64 Kbps transmission speed.

DS1 - Digital facility that is equivalent to 24 DSOs. Total transmission speed is 1.544 Mbps

C Regulations

- 1 DTS is subject to the availability of central office equipment and appropriate outside plant facilities.
2. The rate structure for DTS requires charges for Trunk Terminations, DS1 facility, Digital Interface Termination and Subscriber Line Charges (SLC).
3. The Digital Interface Termination rate is available on a month to month basis or under variable rate periods with rates based on lengths of 12 months, 36 months and 60 months.
4. The total number of Trunk Terminations activated by the customer may not exceed the capacity of each DS1 facility.
- 5 SLC charges will be assessed based on the number of trunk terminations the customer requests for each DS1. A multi-line SLC charge will apply for each trunk termination. If the number of trunk terminations is not specified, the customer will be charged 24 multi-line SLC charges.
6. Additional charges for Central Office services and features, such as telephone numbers associated with Direct Inward Dialing (DID) Service, are applicable when appropriate, as specified elsewhere in this tariff.

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Original Sheet 24

OPTIONAL SERVICES

DIGITAL TRANSPORT SERVICE (Continued)

(N)

C Regulations (Continued)

7. Calls will be subject to any applicable usage charges for services provisioned on the DTS channels. Message Telecommunications charges will apply to calls outside the Local Service Area.
8. Touch-tone signaling is required for DTS.
9. Unless specifically exempted, DTS is subject to all general regulations applicable to the provision of service by the Company as stated in the general tariff.
10. As a result of any interface or technical changes required of the Company due to the possible future adoption of FCC rules under Part 68, the Company shall not be responsible if changes in any of the equipment, operations or procedures of the Company utilized in the provision of DTS render any customer premises equipment provided by a customer obsolete or require modification or alteration of such equipment or systems or otherwise affect its use or performance.

D Rates and Charges1 Recurring Rates

	Monthly Rate	Trans <u>Code</u>
a) DS1 Facility ¹		
b) Digital interface Termination		
1. <u>Month-to-Month</u>		
1 Termination	\$390.00	DTSM1
2 Terminations	370.00	DTSM2
3 Terminations	350.00	DTSM3
2. <u>12 Months</u>		
1 Termination	370.00	DTS11
2 Terminations	350.00	DTS12
3 Terminations	330.00	DTS13

¹ See Dedicated DS1 Service in this Section

(N)

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SOUTHWESTERN TELEPHONE COMPANY

Arizona

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Original Sheet 25

OPTIONAL SERVICES

DIGITAL TRANSPORT SERVICE (Continued)

(N)

D. Rates and Charges (Continued)

1. Recurring Rates (Continued)

	Monthly Rate	Trans Code
b) Digital Interface Termination (Continued)		
3. <u>36 Months</u>		
1 Termination	\$350.00	DTS31
2 Terminations	330.00	DTS32
3 Terminations	310.00	DTS33
4. <u>60 Months</u>		
1 Termination	295.00	DTS51
2 Terminations	275.00	DTS52
3 Terminations	255.00	DTS53
c) Per Trunk Termination (Includes PBX, DID, Toll Terminal and Dedicated 800 Trunks)	4.50	TIT
d) See Paragraph C.5. above for SLC Charge application.		

2. Non-recurring Charges

	Non-recurring Charge	Trans Code
a) Subsequent Addition/Rearrangement Charge per trunk termination	10.00	T1ARC

(N)

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OPTIONAL SERVICES

ORIGINAL A

DIRECT INWARD DIALING (DID) SERVICE

(N)

A. General

The Telephone Company will provide, subject to the availability of facilities, Direct Inward Dialing (DID) Service. DID service provides for the completion of local and toll calls to associated station numbers without intermediate handling by an attendant.

B. Rates

1. The rates and charges for central office trunk associated with Direct Inward Dialing (DID) Service are as found below:

	Monthly Rate	NRC
a. DID Facility Charge, Per Trunk	(1)	(1)
b. DID Software Translation Charge, Per Trunk	N/A	\$50.00
c. DID Number Assignment Charge		\$25.00 (2)
a. 1-100 numbers, per number rate	\$0.50	
b. 101+ numbers, per number rate	\$0.25 (3)	

*Numbers sold in conjunction with DID Service only.

C. Conditions

1. The service is furnished subject to the availability of Central Office facilities and compatibility of customer-provided equipment.
2. The service includes central office switching equipment for in-dialing from the exchange and toll network directly to stations associated with customer premises equipment.

- (1) See associated trunk and service connection charge tariffs for the applicable rates.
- (2) Not applicable if installed with initial installation. Subsequent installations are subject to non-recurring costs.
- (3) The \$0.25 rate is applicable only on the 101+ numbers. The \$0.50 rate still applies to the first 100 numbers.

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DIRECT INWARD DIALING (DID) SERVICE (Continued)

(N)

C. Conditions (Continued)

3. The rates herein contemplate the use of standard Telephone Company equipment and serving arrangements and are in addition to rates and charges for the service with which it is furnished. When equipment or service of a special type is requested and provided, rates and charges are related to the costs involved to meet the individual requirements of each case.
4. Operational characteristics of interface signals between the Telephone Company-provided connecting arrangements and the customer-provided equipment must conform to the rules and regulations the Telephone Company considers necessary to maintain proper standards of service.
5. The Telephone Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provisioning of DID services render any facilities provided by the customer obsolete or require modification of such equipment or system, or otherwise affect its use or performance.
6. Directory listings will be provided in accordance with the regulations of the "Directory Listings" section of this Tariff. DID numbers furnished herein are not entitled to free directory listings.
7. Customer-provided equipment must be arranged by the customer to provide for the intercepting of assigned but unused station numbers.
8. The customer being provided DID service will be responsible for all toll calls billed to the DID numbers.
9. DID numbers will be sold in conjunction with services capable of DID translation.
10. These charges do not apply to paging companies.

(I)

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**CONSTRUCTION AGREEMENTS AND CONSTRUCTION
CHARGES AND ALLOWANCES**

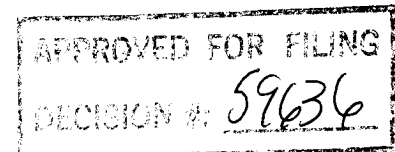
I. GENERAL

1. All rates and charges quoted in the Company's Tariff Schedule apply to telephone service and equipment furnished where plant facilities are in place or where construction or installation of facilities does not involve special types of outside construction, temporary construction, construction under unusual conditions or where facilities may be provided without exceeding the construction allowances specified herein. Customer payments for line extension charges are applied to applicants with abnormally long extension requirements to prevent unreasonable burdening of the general body of existing customers.
2. Under certain conditions as hereinafter set forth, a "Line Extension Charge" and/or a "Land Development Advance" may be assessed to cover costs of establishing service in addition to the rates and charges applicable to the class of service furnished, as provided in the Tariff Schedule. These charges are defined in Section I-3 below. (C)
(C)
3. Definitions: (N)
Line Extension Charge - Reflects the cost of construction required to reach an individual residence, permanent subdivision, mobile home park, or recreational vehicle (RV) park which is located outside of a predetermined boundary as noted below in Section VII. This charge does not include construction required inside a subdivision or park.

Land Development Advance - Reflects the cost of construction required inside a permanent subdivision, mobile home park, or RV park regardless of location. Such advances are refundable to subdivision of RV park owners as customers subscribe to telephone services as described in Section VI-3d. (N)
4. With approval of the Company, arrangements may be made for the payment of construction or installation charges in installments spread over a reasonable period, generally not to exceed one year. On termination of the service, all unpaid installments become due immediately. (M)
5. With approval of the Company, a customer may furnish material, transportation, labor, board or lodging as all or part payment of a construction or installation charge in lieu of cash. Material, if supplied, must conform to Southwestern Telephone Company specifications. (N)
(M)(N)

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**CONSTRUCTION AGREEMENTS AND CONSTRUCTION
CHARGES AND ALLOWANCES (cont'd)**

I. GENERAL - cont'd

6. The ownership of any pole line, circuit or other facilities provided wholly or in part at the expense of an applicant under this tariff shall at all times be vested solely in the Company. (M)
 7. Except as otherwise provided herein, the regulations in this tariff contemplate that the type of construction required to provide the quantity and class of service involved will be required to pay added costs involved where a different type of construction than that proposed by the Company is desired. (C)
 8. Base line as used in this tariff is defined as a pole line, buried wire or cable constructed along a public highway or such facilities constructed on private property serving two or more subscribers.
 9. Entrance facility as used in this tariff is defined as a pole line, or buried wire or cable constructed from a point on a base line across private property for the purpose of serving one subscriber. (M)
- (D)

II. CONSTRUCTION AGREEMENTS

A. General Requirements

1. Upon request by an applicant for service, the Company shall provide, without charge, a preliminary sketch and rough estimates of the cost of installation to be paid by said applicant.
2. Any applicant for service requesting the Company to prepare detailed plans, specifications, or cost estimates may be required to deposit with the Company an amount equal to the estimated cost of preparation. The Company shall, upon request, make available within ninety (90) days after receipt of the deposit referred to above, such plans, specifications, or cost estimates of the proposed construction. Where the applicant authorizes the Company to proceed with construction of the extension, the deposit shall be credited to the cost; otherwise the deposit shall be nonrefundable. If the extension is to include oversizing of facilities to be done at the Company's expense, appropriate details shall be set forth in the plans, specifications and cost estimates.

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CANCEL

**CONSTRUCTION AGREEMENTS AND CONSTRUCTION
CHARGES AND ALLOWANCES (cont'd)**

II. CONSTRUCTION AGREEMENTS - cont'd

3. Where the Company requires an applicant to advance funds for construction, the Company shall furnish the applicant with a copy of the agreement or tariff prior to the applicant's acceptance.
4. All construction agreements requiring payment by the applicant shall be signed by each party.
5. In the event the Company's actual cost of construction is less than the amount advanced by the customer under a construction agreement, the Company shall make a refund to the applicant within one hundred and twenty (120) days of service commencement.
6. The provisions of this Rule apply only to those applicants who in the Company's judgement will be permanent customers of the Company. Applications for temporary service shall be governed by the Commission's rules concerning temporary service applications.

B. Written Agreement Requirements

1. Each construction agreement shall, at a minimum, include the following information:

Name and address of applicant (s), proposed service address or location, description of requested service, description and sketch of the requested construction, a cost estimate to include materials, labor, and other costs as necessary, payment terms, a concise explanation of any refunding provisions, if applicable, Company's estimated start date and completion date for construction.

(D)

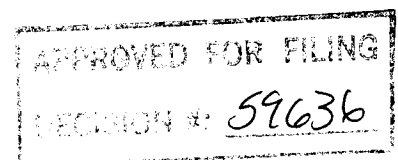
2. Each applicant shall be provided with a copy of the construction agreement.

III. LINE EXTENSION CHARGES AND ALLOWANCES

1. Line extension charges are defined above in Section I-3 and are applicable when facilities (C) are constructed outside of the boundary noted in Section VII. (C)

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**CONSTRUCTION AGREEMENTS AND CONSTRUCTION
CHARGES AND ALLOWANCES (cont'd)**

III. LINE EXTENSION CHARGES AND ALLOWANCES - cont'd

CHARGES

- a. Extensions to plant for distances of 750' from the line extension boundary No Charge (D)
- b. Extensions to plant in excess 750' 100% of the Cost
2. In instances where a line extension charge reflects construction required to reach a subdivision, mobile home park, or RV park, the charge will be paid in full by the land developer prior to the construction of facilities. (C)
3. All line extension charges are payable in advance, are non-interest bearing and, are not refundable. (C)

IV. GROUPING OF CUSTOMERS

1. Where new construction is subject to line extension charges, the charge per customer will be determined by dividing the total construction cost by the total capacity of the facilities. (C)
- Example: Construction: New 200 pair copper cable
Total Cost: \$50,000
Capacity: 200
Cost per customer: $\$50,000/200=\250
2. When facilities previously subject to line extension charges are exhausted (requiring new construction to increase capacity), a new cost will be calculated based on the required investment, and allocated to customers as in #1 above. The resulting cost per new subscriber may differ from amounts previously paid by existing subscribers.
3. Where new construction required to increase capacity on existing facilities also improves facilities serving existing customers, only the incremental cost associated with the increased capacity should be allocated to new customers. (C)

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**CONSTRUCTION AGREEMENTS AND CONSTRUCTION
CHARGES AND ALLOWANCES (cont'd)**

V. RIGHTS-OF-WAY CHARGES

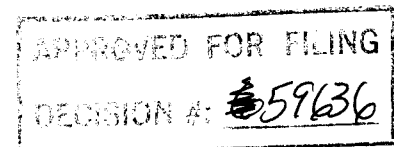
Where applicants are so located that it is necessary to purchase right-of-way to furnish service, such applicants may be required to provide or pay the cost of providing such right-of-way in addition to any applicable construction charges.

VI. SPECIAL TYPES OF OUTSIDE CONSTRUCTION

1. Where a special type of construction is desired by an applicant, such as where underground construction is requested in locations where aerial construction would be regularly used, or where conditions imposed by the subscriber involve excessive costs, or where underground construction is legally required by ordinance, covenant, tract restriction or otherwise, the subscriber or subscribers served by such facilities or the tract developer shall be required to pay the difference between the cost of the underground or other special type of construction and the average cost of construction normally used by the Company under such existing conditions. Where soil conditions permit buried cable construction without unusual problems or costs to the Company, no extra charges will be made to the subscribers for initial construction of outside facilities except as provided elsewhere in this tariff.
2. Where by ordinance or other legal requirement existing aerial facilities are required to be relocated underground in an area where the Company would not, except for such ordinance or other legal requirement install its facilities underground, the Company may charge the cost of such relocation to the subscribers served by such relocated facilities, or others requiring such relocations.
3. Residential Subdivisions, Mobile Home Parks, and Recreational Vehicle (RV) Parks. (C)
 - a. General - Such developments present unique construction costs to the Company because it requires providing facilities while the developer has utility trenches open and before any customers are on site requesting service. The timing of when customers will be within the development requesting service is to a large extent under the control of the developer. The Company's other customers cannot be expected to subsidize or absorb these costs of construction while the development is in the promotional stage.

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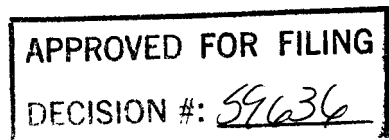
**CONSTRUCTION AGREEMENTS AND CONSTRUCTION
CHARGES AND ALLOWANCES (cont'd)**

VI. SPECIAL TYPES OF OUTSIDE CONSTRUCTION • cont'd

3. b. Line Extension Charge • A line extension charge will be applicable if the subdivision or park is constructed outside of the boundary noted in Section VII below. This charge is non-refundable. (C)
- c. Land Development Advance • Reflects the cost of construction required inside a permanent subdivision, mobile home park, or RV park regardless of location. Such advances are refundable to subdivision or RV park owners as customers subscribe to telephone services as set forth in paragraph d. below. (C)
- d. Refunding of Land Development Advance • the advance shall be refundable for a period of five (5) years following completion of construction, on a non-interest bearing basis. Refunding shall be on a pro-rata basis. Total advances paid by the developer shall be divided by the number of future lots or prospective future customers, as appropriate, to identify "refund unit" amounts. As permanent customers subscribe to service, a "refund unit" shall be paid to the developer for each of said permanent customers. A permanent customer is defined as one who continuously subscribes to service for a period of one (1) year. Service to a current owner of the premises will be included in the one (1) year period in the event of a change in ownership. The tabulation of "refund units" to the developer shall be made as of the contract anniversary date of each refund year. (M)
- In the case of a RV park which may consist of temporary customers, the total number of subscribers as of the contract anniversary date will be compared to the total number as of the contract anniversary date of the preceding year. The difference, if a net gain, will determine the "refund units" for that year. (N)

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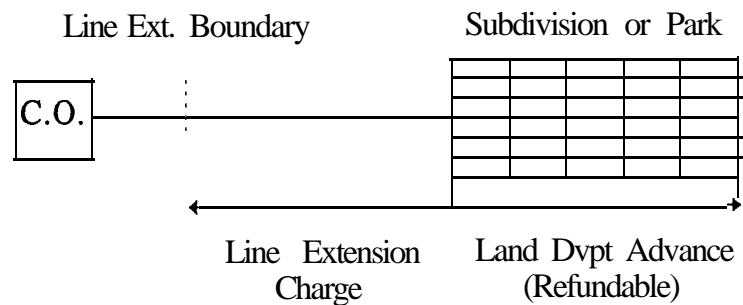
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**CONSTRUCTION AGREEMENTS AND CONSTRUCTION
CHARGES AND ALLOWANCES (cont'd)**

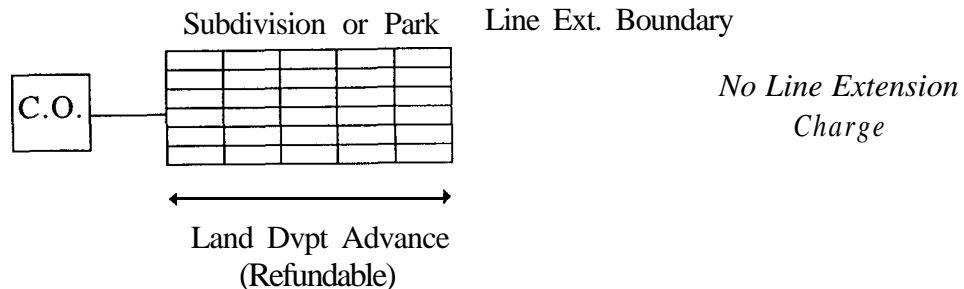
VI. SPECIAL TYPES OF OUTSIDE CONSTRUCTION - cont'd

e. Diagram of applicability of Line Extension Charge and Land Development Advance (N)

A. *Subdivision or park is constructed outside of the company's line extension boundary.*



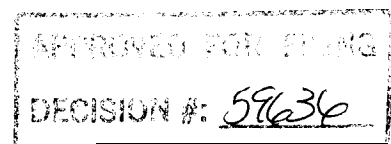
B. *Subdivision or park is constructed inside the company's line extension boundary.*



(N)

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CANCELING ORIGINAL SHEET NO. 9

**CONSTRUCTION AGREEMENTS AND CONSTRUCTION
CHARGES AND ALLOWANCES (cont'd)**

VII. LINE EXTENSION BOUNDARIES

1. Line Extension boundaries are set forth as follows:

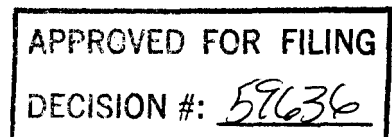
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[MAPS OF SALOME & QUARTZSITE EXCHANGES
WITH LINE EXTENSION BOUNDARIES FOLLOWING THIS PAGE]

(N)

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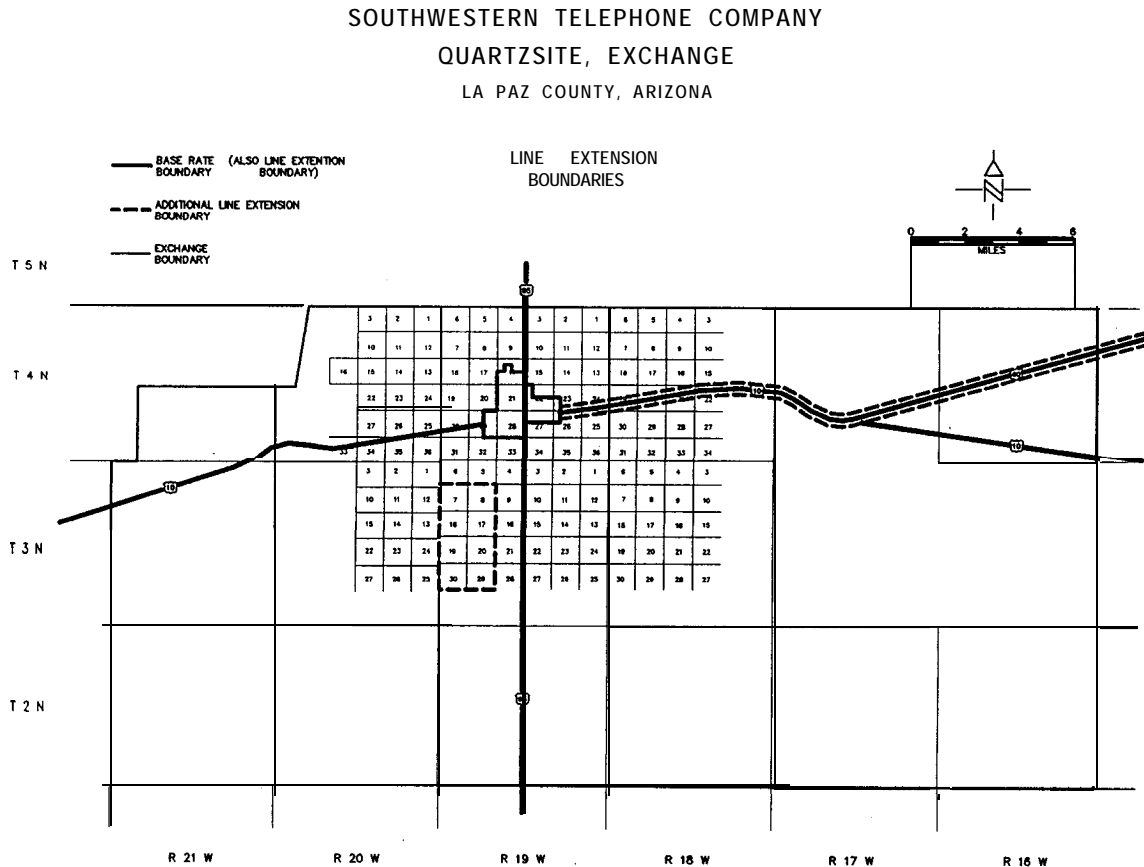
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CONSTRUCTION AGREEMENTS AND CONSTRUCTION CHARGES AND ALLOWANCES (cont'd)

VII. LINE EXTENSION BOUNDARIES - cont'd

(N)



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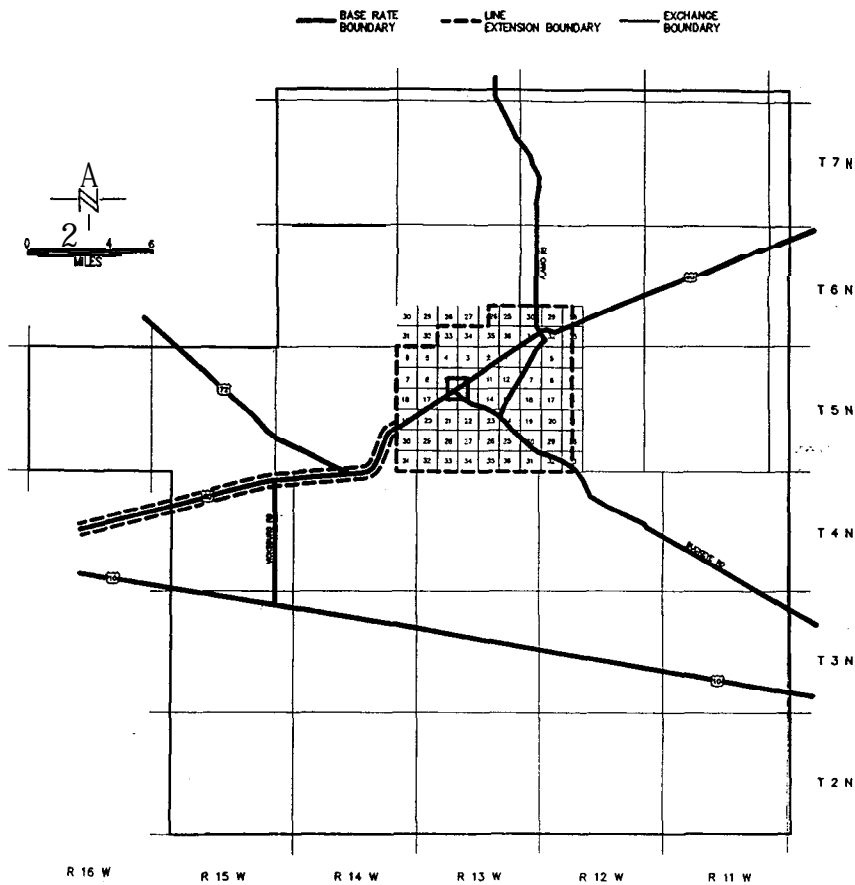
CONSTRUCTION AGREEMENTS AND CONSTRUCTION CHARGES AND ALLOWANCES (cont'd)

VII. LINE EXTENSION BOUNDARIES • cont'd

(N)

SOUTHWESTERN TELEPHONE COMPANY
SALOME, EXCHANGE
LA PAZ COUNTY, ARIZONA

LINE EXTENSION
BOUNDARIES



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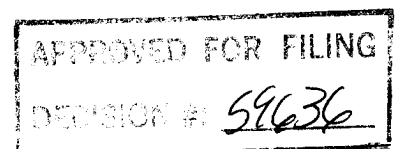
**CONSTRUCTION AGREEMENTS AND CONSTRUCTION
CHARGES AND ALLOWANCES (cont'd)**

VIII. UNDERGROUND EXTENSION OF COMMUNICATION LINES

1. Extension of communication lines necessary to furnish permanent communication service to new residential buildings or mobile homes within a new or underdeveloped subdivision and to residential development in which facilities for communication service have not been constructed for which applications are made by a developer shall be installed underground in accordance with the provisions set forth in this tariff and in accordance with applicable tariffs on file with this Commission except where it is not feasible from an engineering, operational or economic standpoint.
2. Rights-of-way and easements
 - a. The Company shall construct or cause to be constructed and shall own, operate and maintain all underground communication feeder, distribution and service lines along public streets, roads and highways and on public lands and private property which the utility has the legal right to occupy.
 - b. Rights-of-way and easements suitable to the Company must be furnished by the developer at no cost to the Company and in reasonable time to meet service requirements. No underground communication facilities shall be installed by a Company until the final grades have been established and furnished to the Company. In addition, the easement strips, alleys and streets must be graded to within six (6) inches of final grade by the developer before the Company will commence construction. Such clearance and grading must be maintained by the developer during construction by the Company.
 - c. If, subsequent to construction, the clearance or grade is changed in such a way as to require relocation of the underground facilities, the cost of such relocation shall be borne by the developer or subsequent owners.
3. Installation of underground communication lines within subdivision and multiple occupancy residential developments:

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**CONSTRUCTION AGREEMENTS AND CONSTRUCTION
CHARGES AND ALLOWANCES (cont'd)**

VIII. UNDERGROUND EXTENSION OF COMMUNICATION LINES - cont'd

(N)

3. a. The developer shall provide the trenching backfill (including any imported backfill required), compaction, repaving, and any earthwork required to install the underground communication system all in accordance with the reasonable specifications and schedules of other utilities in the same area when feasible. At its option, if the Company's cost therefore is equal to or less than that which the developer would otherwise have to bear, the Company may elect at the developer's expense to perform the activities necessary to fulfill the developer's responsibility hereunder.
 - b. The Company shall promptly inspect the trenching provided by the developer and allow for phased inspection of trenching. In all cases, the Company shall make every effort to expedite the inspection of developer provided trenching.
 - c. The Company shall install or cause to be installed underground communication lines and related equipment in accordance with the applicable provisions of the National Electrical Safety Code as heretofore or hereafter amended, with sufficient capacity and suitable materials which shall assure adequate and reasonable communication service in the foreseeable future.
 - d. When a developer is required to provide a trench for other underground utilities and services, the Company shall use such common trench as long as the Company's design layout, easement specification, routing and scheduling requirements can be met, unless otherwise agreed upon by the Company and developer in writing or as otherwise established by the Commission,
4. Special Conditions
 - a. When the application of any of the provisions of the Underground Extension Regulation appears to either party not to be feasible from an engineering, operational or economic standpoint, the Company or the developer may refer the matter to the Commission for a determination as to whether an exception to the underground policy expressed within the provisions of this Regulation is warranted. Interested third parties may present their views to the Commission in conjunction with such referrals.

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**CONSTRUCTION AGREEMENTS AND CONSTRUCTION
CHARGES AND ALLOWANCES (cont'd)**

VIII. UNDERGROUND EXTENSION OF COMMUNICATION LINES - cont'd

(N)

4. b. Notwithstanding any provision of this Regulation to the contrary, the Company shall not construct overhead communication lines in any new subdivision or new multiple occupancy residential development to which the Regulation is applicable and which is contiguous to another subdivision or multiple occupancy residential development in which service is furnished underground without the approval of the Commission after a public hearing.

IX. TEMPORARY CONSTRUCTION

Where temporary construction is necessary to provide service, the applicant will be required to pay a construction charge equal to the estimated net cost of installing and removing the temporary construction.

X. CONSTRUCTION UNDER UNUSUAL CONDITIONS - NONAPPLICABILITY

Construction required to provide service on a seasonal basis, or to provide foreign exchange service, or to meet other than normal communications service, will be subject to construction charges equal to all or a portion of the cost of such construction, the amount depending upon the circumstances in each case.

XI. REGRADES IN RURAL AREAS

Generally, construction charges will not apply for the addition of circuits or facilities required to provide better grades of service in rural areas where facilities are in place. In unusual cases, where requested by the customer and where the cost of providing such facilities is excessive, construction charges may be applied, based on the circumstances in each case.

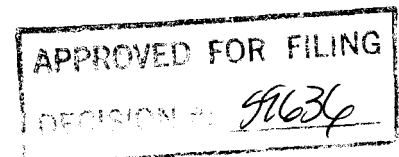
XII. SPECIAL ASSEMBLIES, FACILITIES AND FINISHES OF EQUIPMENT

Construction or installation charges in connection with special assemblies, special facilities, and special finishes of equipment will be based on the costs involved in each individual case.

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**CONSTRUCTION AGREEMENTS AND CONSTRUCTION
CHARGES AND ALLOWANCES (cont'd)**

XIII. CONTRACT PERIODS

<u>Buried Cable and Pole Line Extensions</u>	<u>Initial Contract Period</u>
More than one pole or a buried cable run, not exceeding 800 feet	One Year
Over 800 feet, but not to exceed ½ route miles	Three Years
Over one-half mile and residential subdivisions and mobile home parks	Five Years

XIV. SAVING CLAUSE

Arrangements may be made, other than as provided for above in this schedule, in the following cases.

1. Where the applicant requests a particular type of construction or a specific route for extensions to meet the applicant's special requirements and where the construction or route so requested differs from the normal standards of the Company and is not required by law.
2. Line extensions involving underground crossings of railroads, highways or power lines, or other unusual natural or man-made obstacles.
3. Any other line extensions involving unusual or disproportionately large construction expenditures as compared to the usual line extensions, including multi-pair off-premise cable systems to serve a customers key system or PABX.

xv. DISPUTES

In case of disagreement or dispute regarding the application of any provision of this rule, or in circumstances where the application of this rule appears unfeasible or unjust to either party, the Company, applicant, or third parties may refer the matter to the Arizona Corporation Commission for a determination of the dispute and/or as to whether an exception to the underground policy is warranted.

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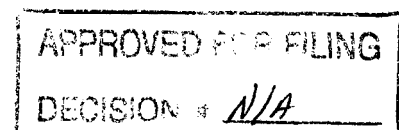
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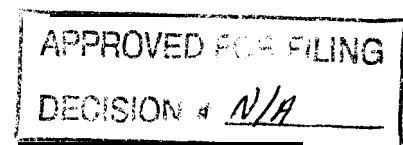
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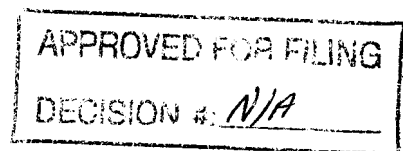
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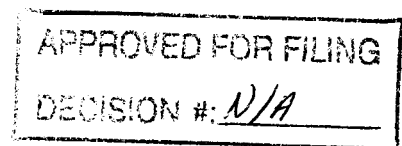
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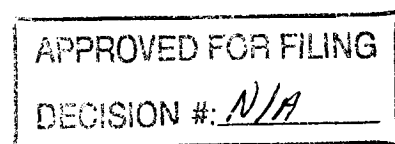
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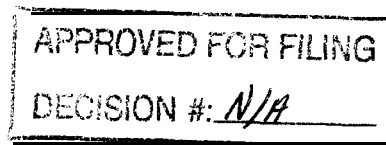
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